Defense Supply Center Richmond
CSR Conference

DSCR Update:

- Customer Operations
- Emergency Supply Ops Buys
- Supplier Operations Update
- Product Engineering Reliability Initiatives

August 24, 2004

Customer Operations

Agenda:

- Customer Engagement Organization
- Aviation Readiness Review
  - Army
  - Navy
  - Air Force
- Summary

Customer Engagement Organization

2002 – to Date Weapon System Facing + Customer Facing

WSSM

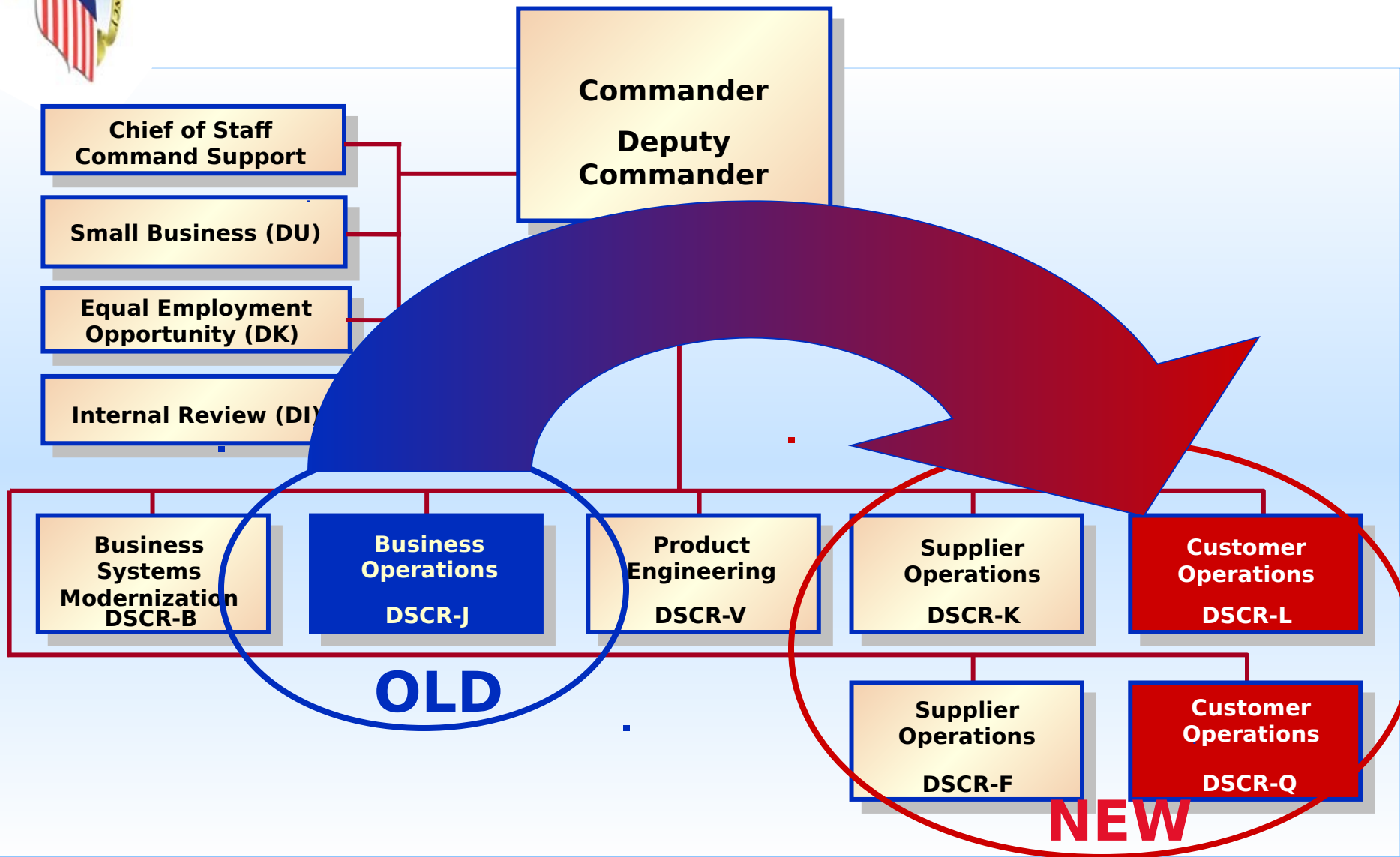
CT

Current Customer Engagement

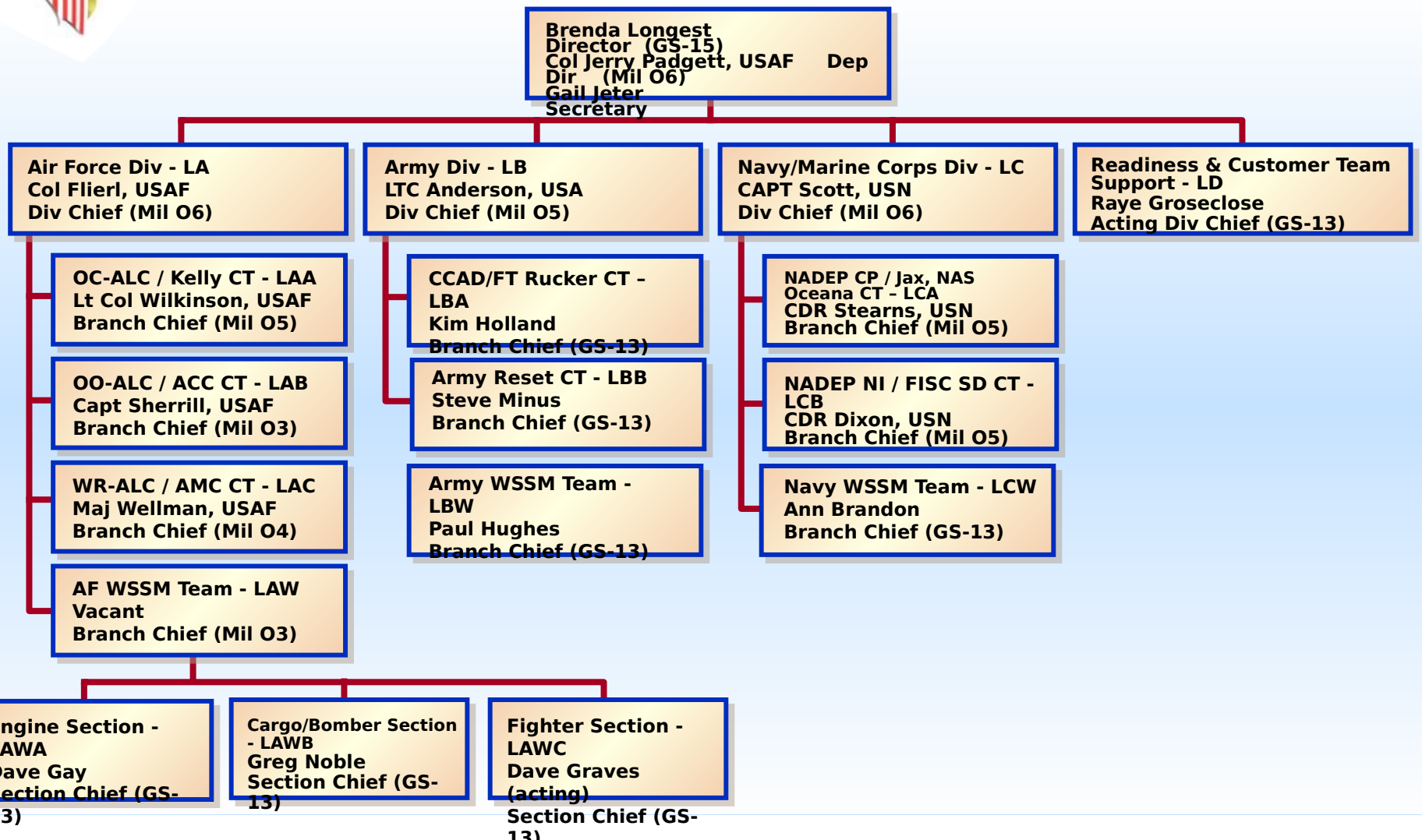
Expanded Customer Engagement 2 Aug 04

- **CRM Cells**

Current DSCR Organization Where the Customer Fits in…



Aviation Lead Center Customer Team Operations August 2004



Aviation Supply Chain Customer Operations October 2004

Legend

Identification of ICT/CT's mapped to CRM Cells

D/DD DSCR

Director Customer Ops (GS-15)

Deputy DCO (O6)

AF Cust. Facing Div. (O6)

- 1 Oklahoma City ALC Cell — AF Aviation Maintenance ICT; OC/KAC/BASC CT
- 2 Ogden ALC Cell — OU-ALC ICT; Ogden ACC CT
- 3 Warner Robins ALC Cell — AF Aviation Maintenance ICT; Warner Robins AMC CT
- 4 AF Operations Cell Group — Aviation Other ICT; ACC- CT/AMC- CT; Matrix Support
- 5 AF Training (AETC) Cell — Aviation Other ICT; Matrix Support
- 6 AF FMS Cell — Aviation Other ICT; Matrix Support
- 7 AF/Civil Aviation Other & Segment Support Cell — Aviation Other ICT; Matrix Support
- Weapon System Support

Navy Cust. Facing Div. (O6)

- 8 NADEP NI Cell — NI NADEP ICT; SD FISC Aviation ICT; West Coast Navy CT
- 9 NADEP Cherry Pt. Cell — CP NADEP ICT; East Coast Navy CT
- 10 NADEP JAX Cell — Navy Aviation Maintenance ICT; East Coast Navy CT
- 11 Naval Aviation Forces Cell — Aviation Other ICT; East Coast Navy CT; Matrix Support
- 12 USMC Aviation Cell — Aviation Other ICT; Matrix Support
- 13 Naval Air Training Cell — Aviation Other ICT; Matrix Support
- Weapon System Support

Army Cust. Facing Div. (O5)

- 14 CCAD & SRA Cell — Army Aviation Maintenance ICT; CCAD/Army CT
- 15 101st Air Assault Cell — Aviation Other ICT; Matrix Support
- 16 Army TRADOC Cell — Aviation Other ICT; Matrix Support
- Weapon System Support

Item Planning Div (GS-14)

- Aviation OEM 1 IPT Group
- Aviation OEM 2 IPT Group
- IPT Aviation OEM 3 Group
- Aviation Engines & Airframes 1 IPT Group
- Aviation Engines & Airframes 2 IPT Group
- Aviation SC Commodities 1 IPT Group
- Aviation IPT DSCP Det

Cust. Support Div (14)

- Customer Analysis Team
- Readiness and PBL Team
- CRM Team
- Admin Team
- Aviation Engines & Airframes 3 IPT Group
- Aviation Engines & Airframes 4 IPT Group
- Aviation SC Commodities 2 IPT Group
- Aviation SC Commodities 3 IPT Group

Land IPT DSCR Det

Maritime IPT DSCR Det

Aviation IPT DSCC Det

Customer Operations

Agenda:

- Customer Engagement Organization
- Aviation Readiness Review
  - Army
  - Navy
  - Air Force
- Summary

Aviation Battle Rhythm

INTERNAL

- **Aviation Readiness Review**
  - Aviation Scorecard
  - Weapon System Readiness Review
  - Customer Team Scorecard
  - Customer Team Review
- We[illegible]on System Supp[illegible]t
  - Manage I[illegible]
- Degraders

EXTERNAL

- Aviation Customer Support
  - VTC (w/ DSCC & DSCP)
- Performance Management
  - Review (w/ DLA H[illegible]
- J-4 Readiness R[illegible]iew
- [illegible]s Field [illegible]TC

Customer Info

Customer & Weapon Systems Support

Customer Focused Metrics

Aviation Readiness Review

Army Division

Navy Division

Air Force Division

Aviation Readiness Revie
Army Division

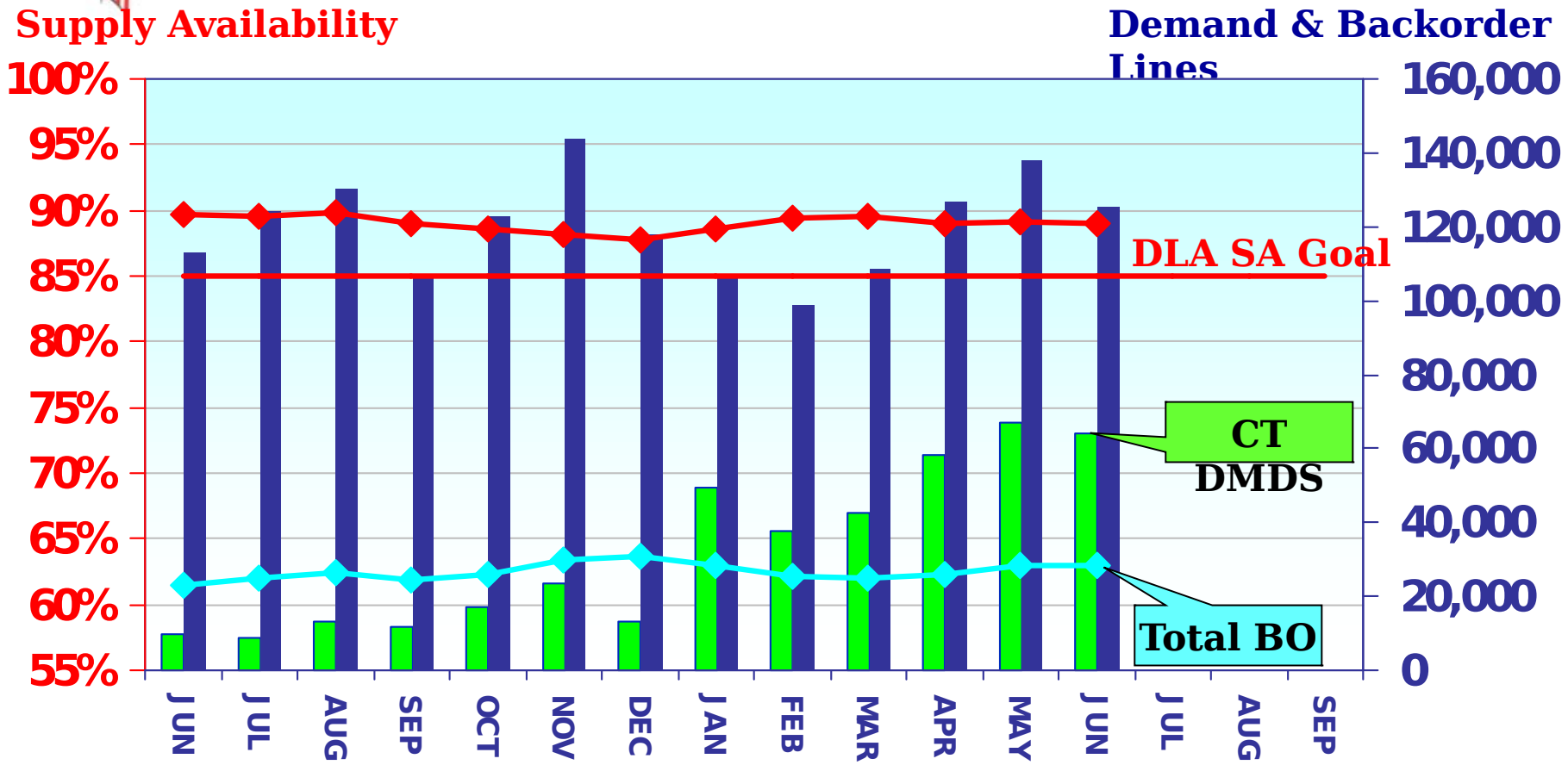
Army Division Chief: LTC Joe Anderson

Army Weapon Systems Branch Chief: Mr. Paul Hughes

CCAD/Ft Rucker Customer Team Chief: Mrs. Kim Holland

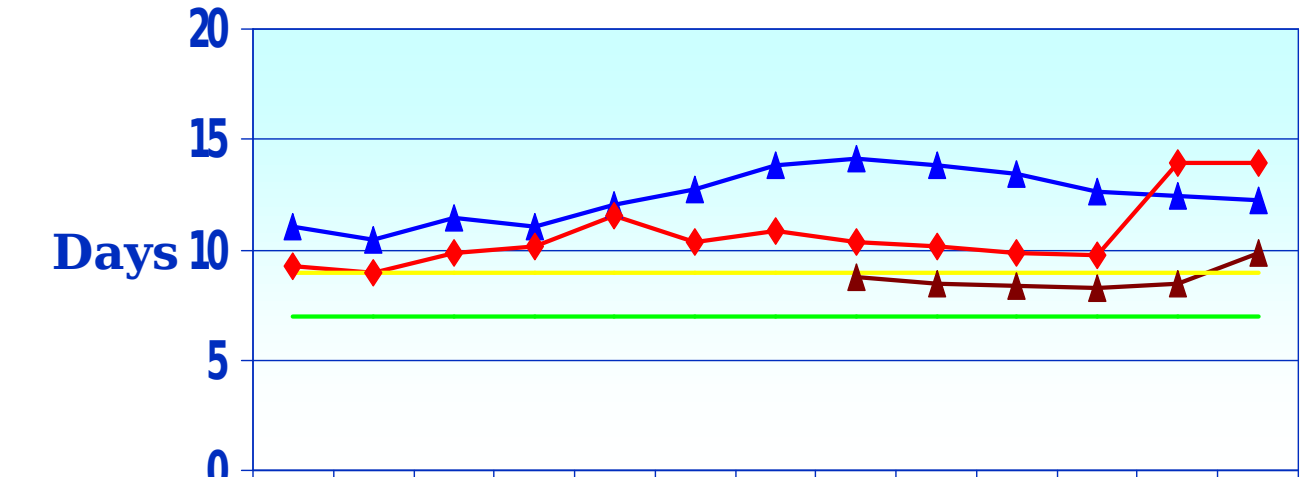
101st Customer Team Chief: Mr. Steve Minus (Acting)

Overall Performance DLA Supply Support to Army Aviation



CT's REPRESENT 51% OF ARMY AVIATION DEMANDS IN JUN 04

Army Customer Team
Backorder Index (BOI)



	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
CCAD	11.0	10.4	11.4	11.0	12.1	12.7	13.8	14.1	13.9	13.4	12.6	12.4	12.2
FT RUCKER	9.3	8.9	9.8	10.2	11.5	10.3	10.9	10.4	10.2	9.8	9.8	13.9	13.9
ARMY RESET								8.7	8.5	8.3	8.2	8.5	9.8
UCL Yellow	9	9	9	9	9	9	9	9	9	9	9	9	9
Goal Green	7	7	7	7	7	7	7	7	7	7	7	7	7

BOI number represents the number of days of demand that are tied up in B/O status.

Calculation:

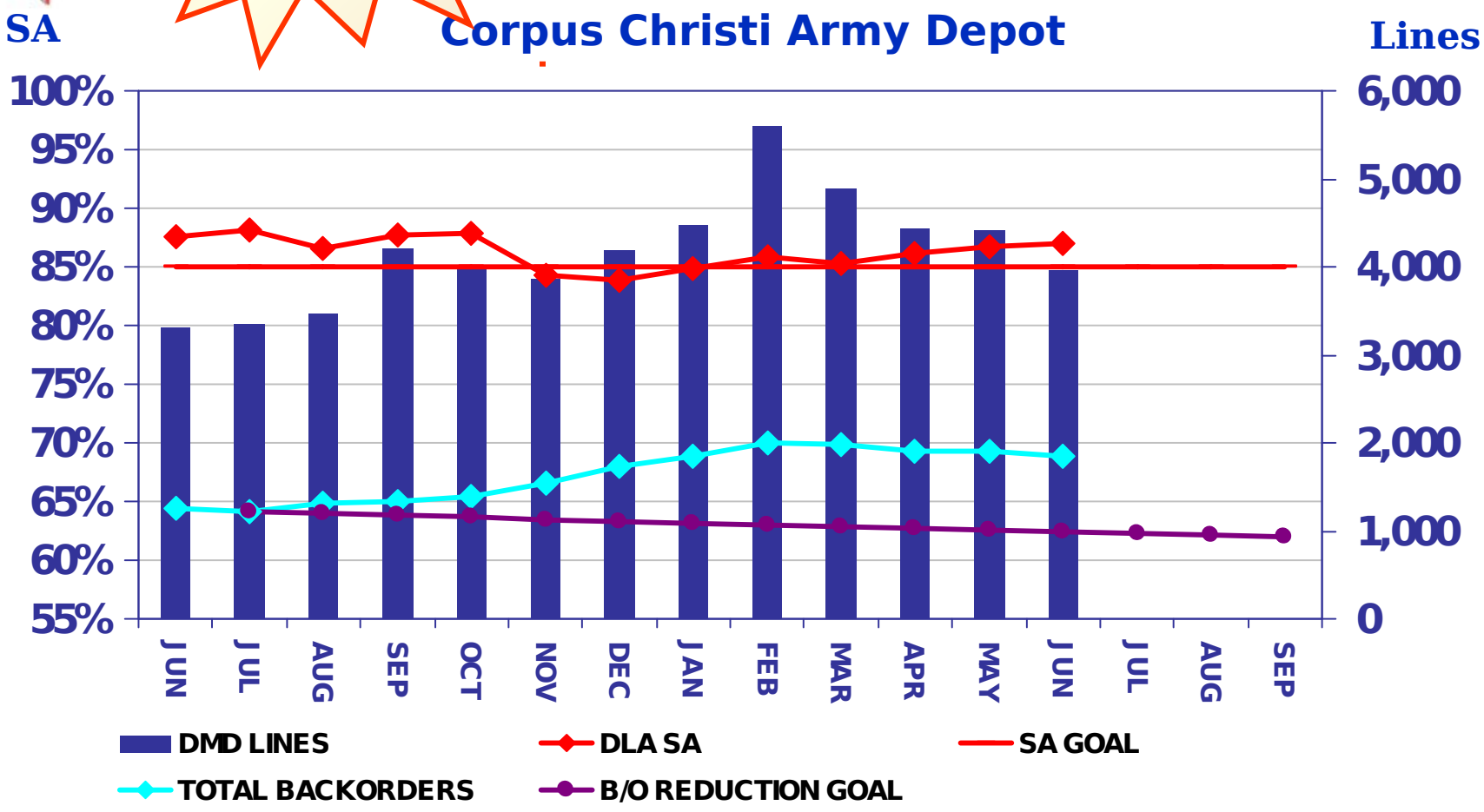
1. Divide the last 6 months of demands by the number of days in that period to get average demands per day.

2. Divide month end B/O on hand count by the average daily demand rate (above).

The BOI goal is 7 or less = green, between 7-9 days = yellow and

US Army Depot Customer

5% of Army Aviation Demand at DLA



Source: Portals, Customer Team Scorecard Metrics

CCAD

What's Going On:

- **New Commander: COL Sassenrath, July 30**
- **PBLs**
  - **Bell**
  - **Honeywell**
- **Push to get FY04 Programs Completed**

Problems/Issues:

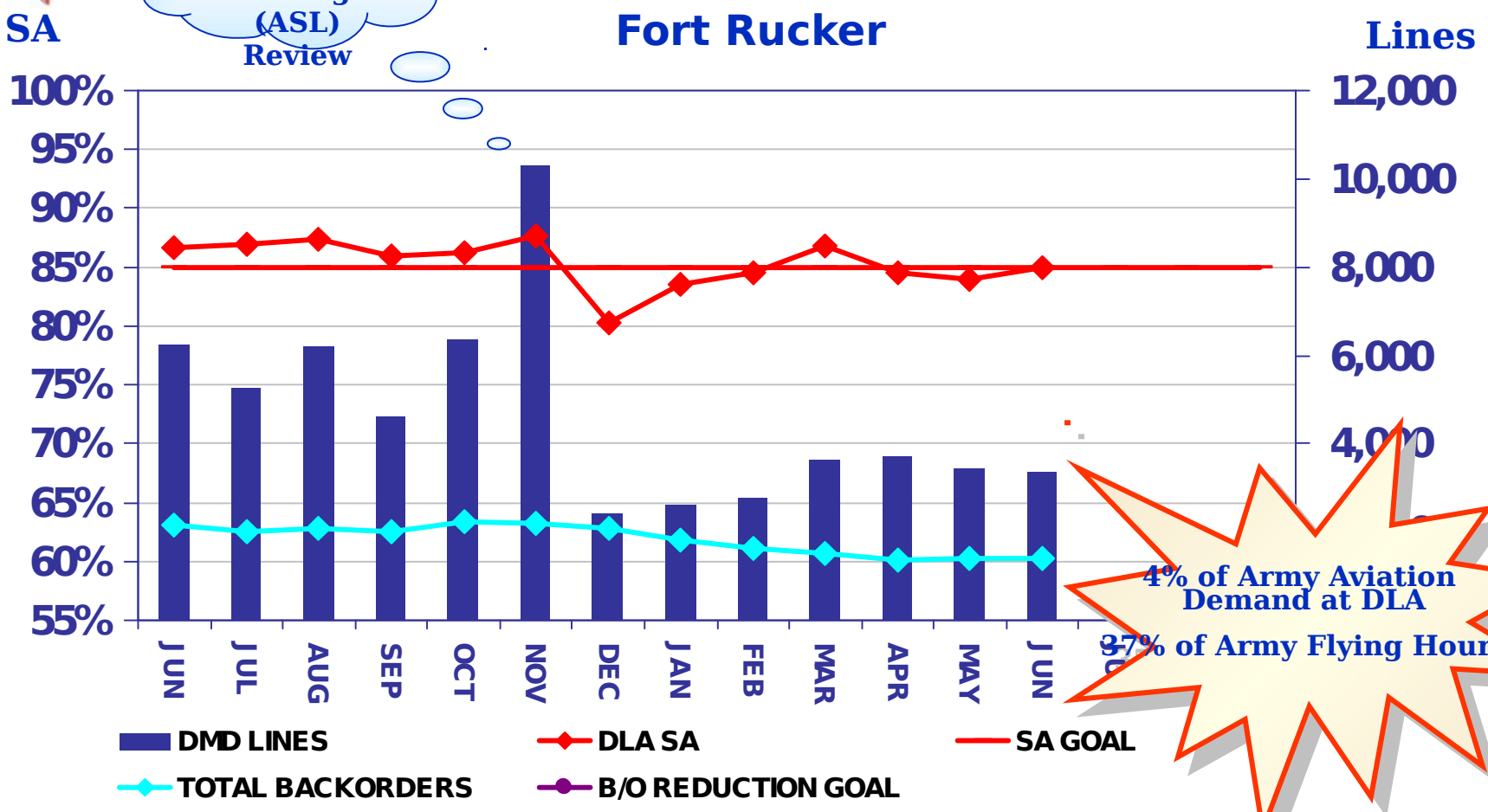
- **Turn around times for UH-60 Recap being decreased**

Our Engagement:

- **MMI Initiative**
- **Establish New Bridge Of Communication With New Commander**
- **SPRs—Zero Buy-Backs, Buy-Backs > 150%**

Fort Rucker
(Army's Flight Training School)

Annual Retail Stockage (ASL) Review



4% of Army Aviation Demand at DLA

37% of Army Flying Hours

Source: Portals, Customer Team Scorecard Metrics

Fort Rucker

What's Going On:

- **New Commander At ACLC, COL Enderle, July 16**
- **ASL Has Been Readjusted**

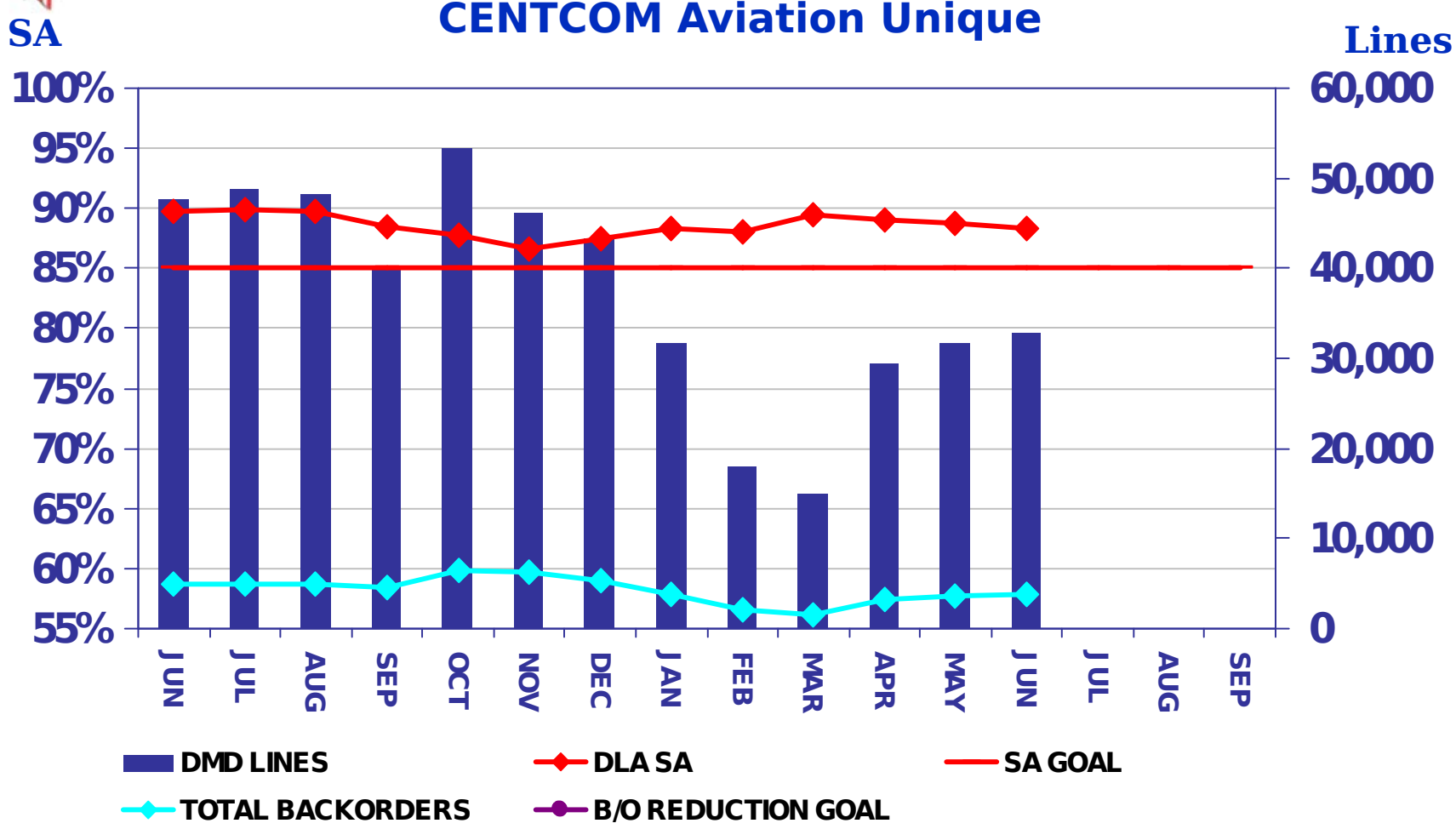
Problems/Issues:

- **None**

Our Engagement:

- **Customer Liaison Specialist**

Theater Customer CENTCOM Aviation



BASED ON DoDAACs Ordering AVN NSNs

CENTCOM Aviation

What's Going On:

- **DSCR Helo Glass Summit – PC-1 and Army Team**

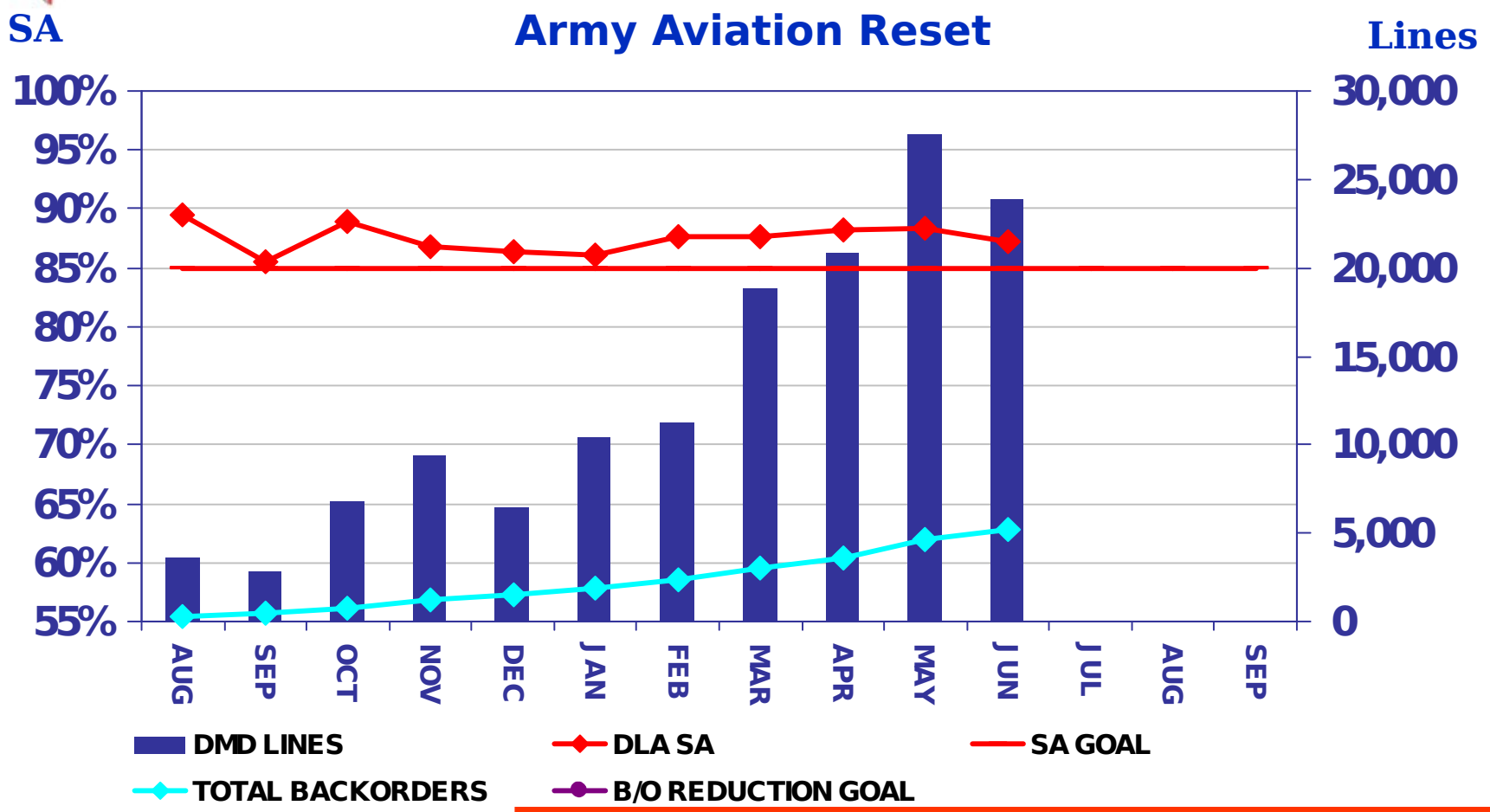
Problems/issues:

- **Army/Marine Corp Helo Glass Availability**

Our Engagement:

- **Direct Engagement with OEMs and Sub Vendors**
  - **Expedites When Possible…**
  - **Line of Balance Discussions**
  - **Gain Service Assistance for ESA Input**
  - **Most on Contract but CDD is UnSat**

Special Project Customer
US Army Aviation Reset



New Normal Initiatives Addressed 96% of Reset N

Source: Portals, Customer Team Scorecard Metrics

US Army Aviation – Reset

What's Going On:

- **Reset Team Still Growing**
- **Reset Production Continues at High Tempo/Full Rate**

Problems/Issues:

- **AMCOM's Submission of Year End Funded Reset Requisitions**
- **Disseminated a Guideline for Writing Critical Item List (CIL) Requisition Remarks to other ICP'S**

Our Engagement:

- **Focused on Reset CIL Requisitions Where ESD > PCD**
- **Will Visit the 101st Div @Ft. Campbell**

Reset Production Summary

Division	Total	Complete	Comp. on Plan	Comp. Over Plan	In Work	On Plan	Over Plan
101st AA	108	49	18	31	59	39	20
10th MTN	11	4	0	4	6	6	0
18th ABN CORPS	42	18	2	16	24	22	2
3 ACR	13	2	1	1	11	10	1
3 CORPS	30	23	0	23	7	2	5
3ID	29	17	4	13	12	7	5
4ID	15	0	0	0	15	14	1
MEDCOM	41	41	14	27	0	0	0
NG	26	10	3	7	16	12	4
SEP	22	9	4	5	13	13	0
USAREUR	52	16	11	5	36	31	5
Totals:	**388**	**189**	**57**	**132**	**199**	**156**	**43**
		49%	**30%**	**70%**	**51%**	**79%**	**22%**

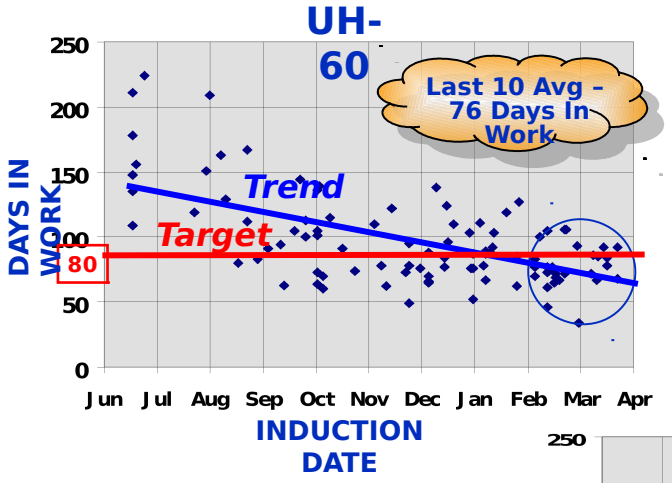
100%

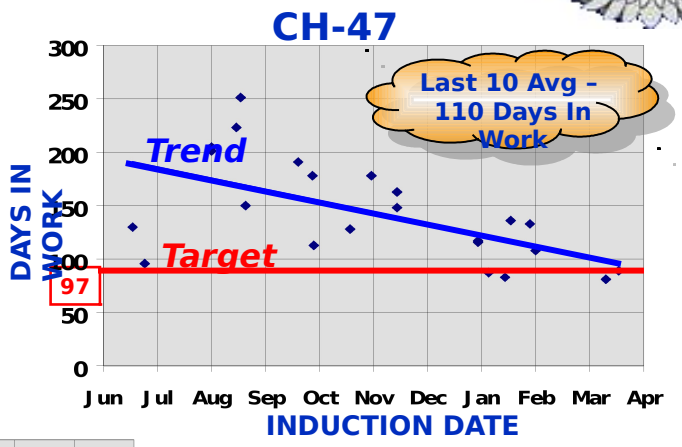
Workload Distribution		
DOL	158	41%
TO&E	31	8%
OLR	199	51%
Total	389	

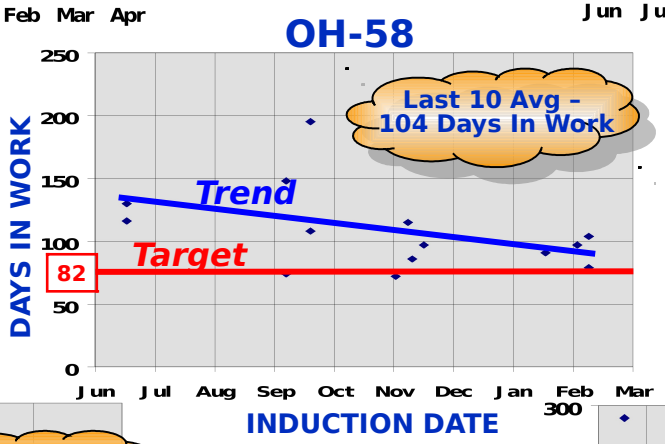
MDS	Production Plan	Avg TAT for Last 10 Acft	Range (In Days)
AH-64A	71 Days	100 Days	79-118
AH-64D	71 Days	78 Days	52-289
CH-47D	97 Days	110 Days	81-251
OH-58D	82 Days	104 Days	115-195
UH-60A	80 Days	83 Days	49-178
UH-60L	80 Days	76 Days	34-224

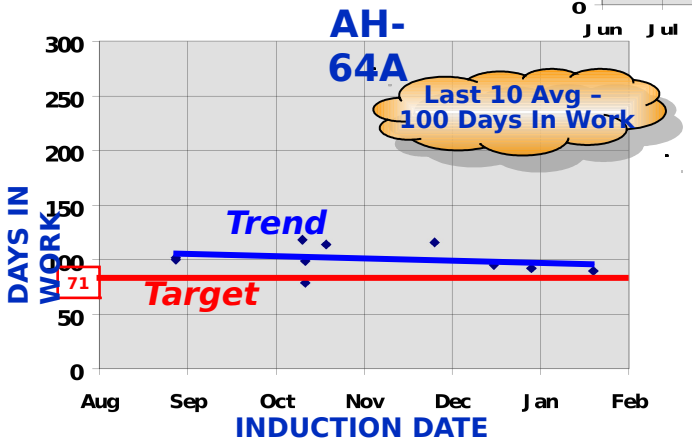
As of 8 Jul 04

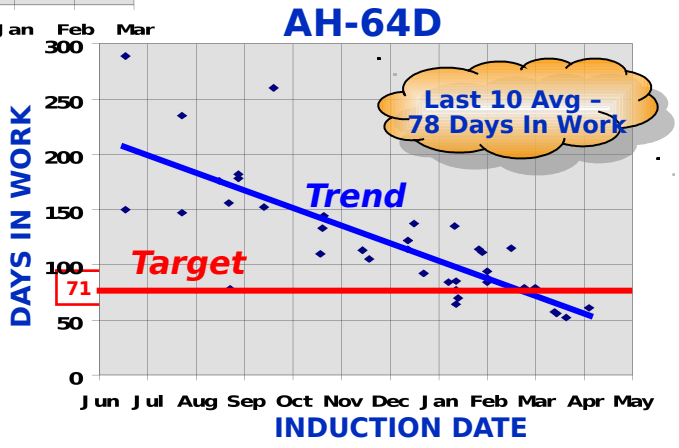
Repair Turn Around Time











Aviation Weapon System Performance Metrics

Expanding Focus from Supply to Readiness

WSDC	ARMY/Helos	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	FMC %	NMCM %	NMCS%	WSSM ASSESSMENT JUN
05A	CH-47D	5.92	G	R	60	27	6	Y
40A	UH-60A/L	6.77	G	G	68	21	7	Y
75F	HH-60G	8.64	G	G	57.1	21.6	21.3	Y
YLN	SH-60	7.28	G	G	62.9	28.3	8.8	Y
DUF	MH-53J/M	9.57	G	G	66	19	15	Y
61A	AH-64A/D	5.68	G	R	73	16	5	Y
VHA	OH-58D	4.43	G	R	79	14	3	G
41N/ 42N/ CFN/	CH-53 A/D/ RH-53 MH-53E	7.15	G	G	65.1	21.0	13.9	Y
40N	H-46	6.23	G	G	75.5	13.4	11.2	G

Army Division Covers Helos from all SVCs

Aviation Weapon System Performance Metrics

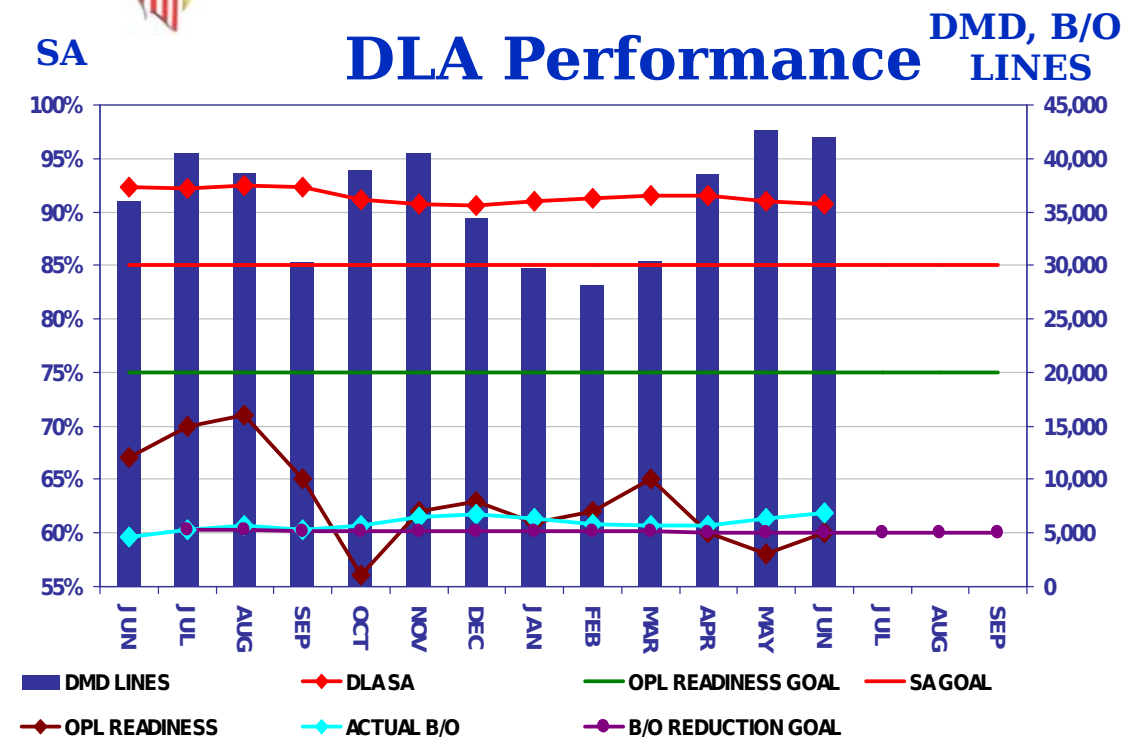
WSDC	ARMY/Helo Engines	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	WRE	NMCM %	NMCS %	WSSM ASSESSMENT JUN
BJF	GE T-700	3.92	G	G	36 ↑	N/A	N/A	G
BXA	T700-GE-701C	3.92	G	G	G	N/A	N/A	Y
BYA	T700-GE-701	3.92	G	G	G	N/A	N/A	Y
CJA	T700-GE-700	3.92	G	G	R	N/A	N/A	Y
77N	T700 (SH-60)	3.92	G	G	781	N/A	N/A	Y
BNF/50N	T64-GE-100	6.18	G	G	33	N/A	N/A	G
CCA	T55-GA-714	5.24	G	R	R	N/A	N/A	Y
CEA	T55-L-714	5.24	G	R	N/A	N/A	N/A	Y
CKA	T55-L-712	5.24	G	R	G	N/A	N/A	Y
CHA	T703-AD-70	0.18	G	G	R ↓	N/A	N/A	Y
74N	T58	4.02	G	G	641			Y
76N	T400	5.64	G	G	129	N/A	N/A	Y

Army Division Covers Helo Engines from all SVCs

CH-47 (WSDC - 05A, YYA)

Sharon Whitt

B/O GOAL IS BASED ON 5% REDUCTION



DISCUSSION:

- Fleet Management Meeting

ACTION:

- PBL initiative with Boeing
- Monthly VTC with PMs
- Daily War Room Reviews on Top Backorders, CIL and AOG Repor
- RESET Program, Kitting Coordination

SA Still Over 90%

READINESS CRITERIA

	SA	FMC
GOAL	85.0%	75.0%
ACTUAL	90.7%	60.0%

Army Reporting Criteria Changed 1 MAY 04

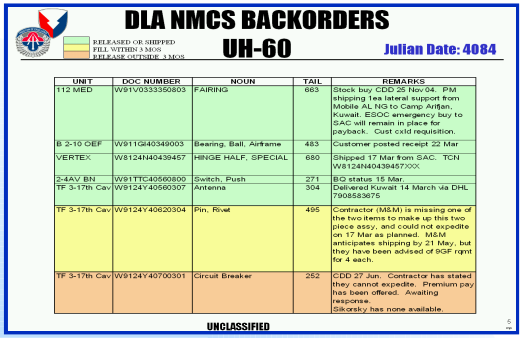
Source: CFM Web

Army Customer Engagement
DSCR War Room

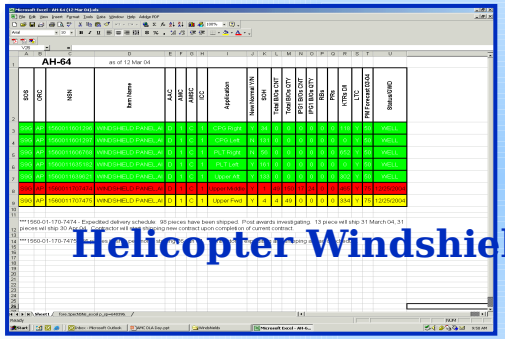
Depot Top Drivers

Pulling it All Together

Weekly Battle Rhythm



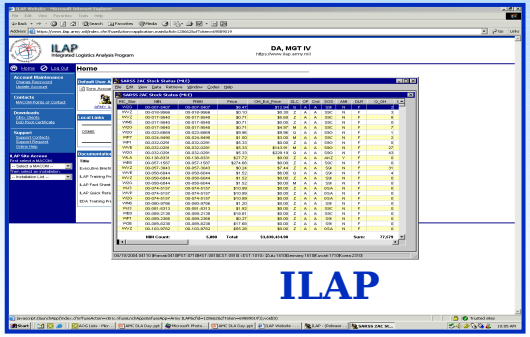
UNIT	DOC NUMBER	NOUN	TAIL	REMARKS
112 MED	W91V0333350803	FAIRING	663	Stock buy CDD 25 Nov 04. PM shipping 1ea lateral support from Mobile AL NG to Camp Arifjan, Kuwait. ESOC emergency buy to SAC will remain in place for payback. Cust cold requisition.
B 2-10 CEF	W911GI40349003	Bearing, Ball, Airframe	483	Customer posted receipt 22 Mar
VERTEX	W8124N40439457	HINGE HALF, SPECIAL	680	Shipped 17 Mar from SAC. TCN W8124N40439457XXX
2-4AV BN	W91TTC40560800	Switch, Push	271	BO status 15 Mar.
TF 3-17th Cav	W9124Y40560307	Antenna	304	Delivered Kuwait 14 March via DHL 7908583675
TF 3-17th Cav	W9124Y40620304	Pin, Rivet	495	Contractor (M&M) is missing one of the two items to make up this two piece assy, and could not expedite on 17 Mar as planned. M&M anticipates shipping by 21 May, but they have been advised of RSF rqmt for 4 each.
TF 3-17th Cav	W9124Y40700301	Circuit Breaker	252	CDD 27 Jun. Contractor has stated they cannot expedite. Premium pay has been offered. Awaiting response. Silkorsky has none available.



Helicopter Windshields

CENTCOM AOG Report

Fort Rucker Critical Items



ILAP

ASL/PLL 0 Balance

CENTCOM AOG Report

DLA NMCS BACKORDERS

RELEASED OR SHIPPED
FILL WITHIN 3 MOS
RELEASE OUTSIDE 3 MOS

UH-60

UNIT	DOC NUMBER	NOUN	TAIL	REMARKS
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UNCLASSIFIED

5

- **Highest Priority**
- **Received Daily**
- **Worked by**
  - **War Room**
  - **Weapon System Support Manager**
  - **Emergency Supply Operation**

CENTCOM Aviation ASL Status (Source ILAP)

ASL Zero Balance Report

RIC	UNIT	DODAAC	LINES	ZERO	PCT ZERO	ZERO WDO	PCT ZERO WDO
W2E	1st CAV DIV	W91YZ7	1545	448	29%	385	25%
W2Q	1107th AVCRAD	W91PAM	1450	69	5%	24	2%
W31	10th AVIATION BN	W912Y2	1006	72	7%	42	4%
WLG	M 158 AVIM	W91RXD	1	1	100%	0	0%
WMZ	601 AVIM 1st ID	W91T1F	1763	569	32%	282	16%
WQ1	L 151 AVIM	W91XDJ	1226	275	22%	238	19%
WRU	127th ASB	W9117G	1823	1083	59%	298	16%

1,236 113
Under Research

5,348
Discrete Stocked DLA NSNs

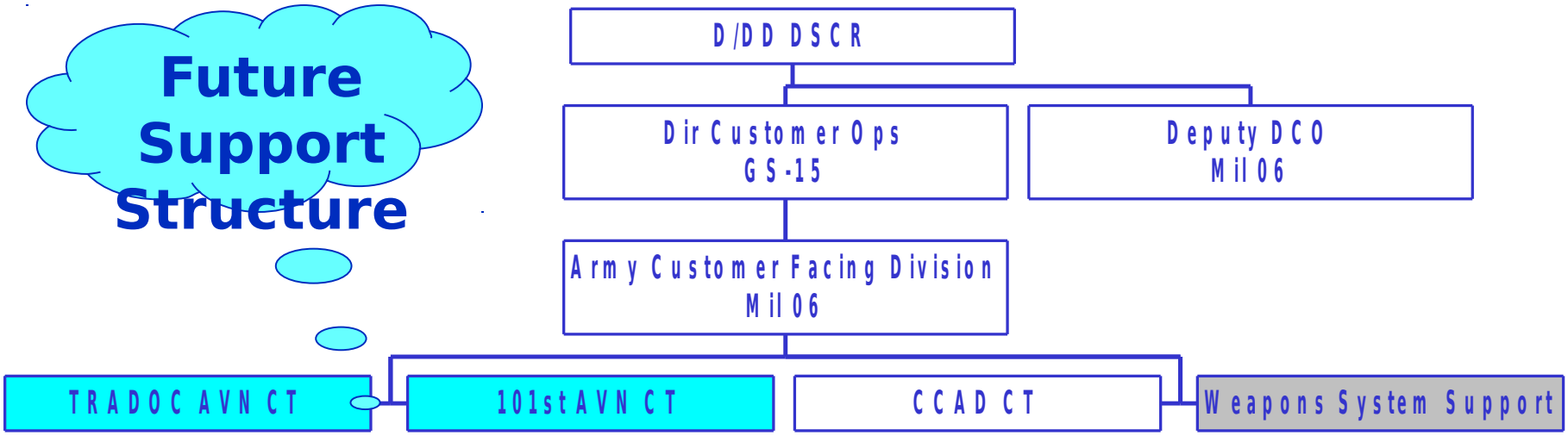
1,236
Stocked DLA NSNs With 0 SOH at ASLs

Army OIF Avn ASLs Stock **5,348** Discrete NSNs, of these **113** have no SOH at DLA ICPs
2.1% Zero

Data as of 28 May 04

Army
Expanded Customer Engagement

Future Support Structure



101st Airborne Division (Air Assault) and Fort Campbell, Ky.

Utility Helicopters

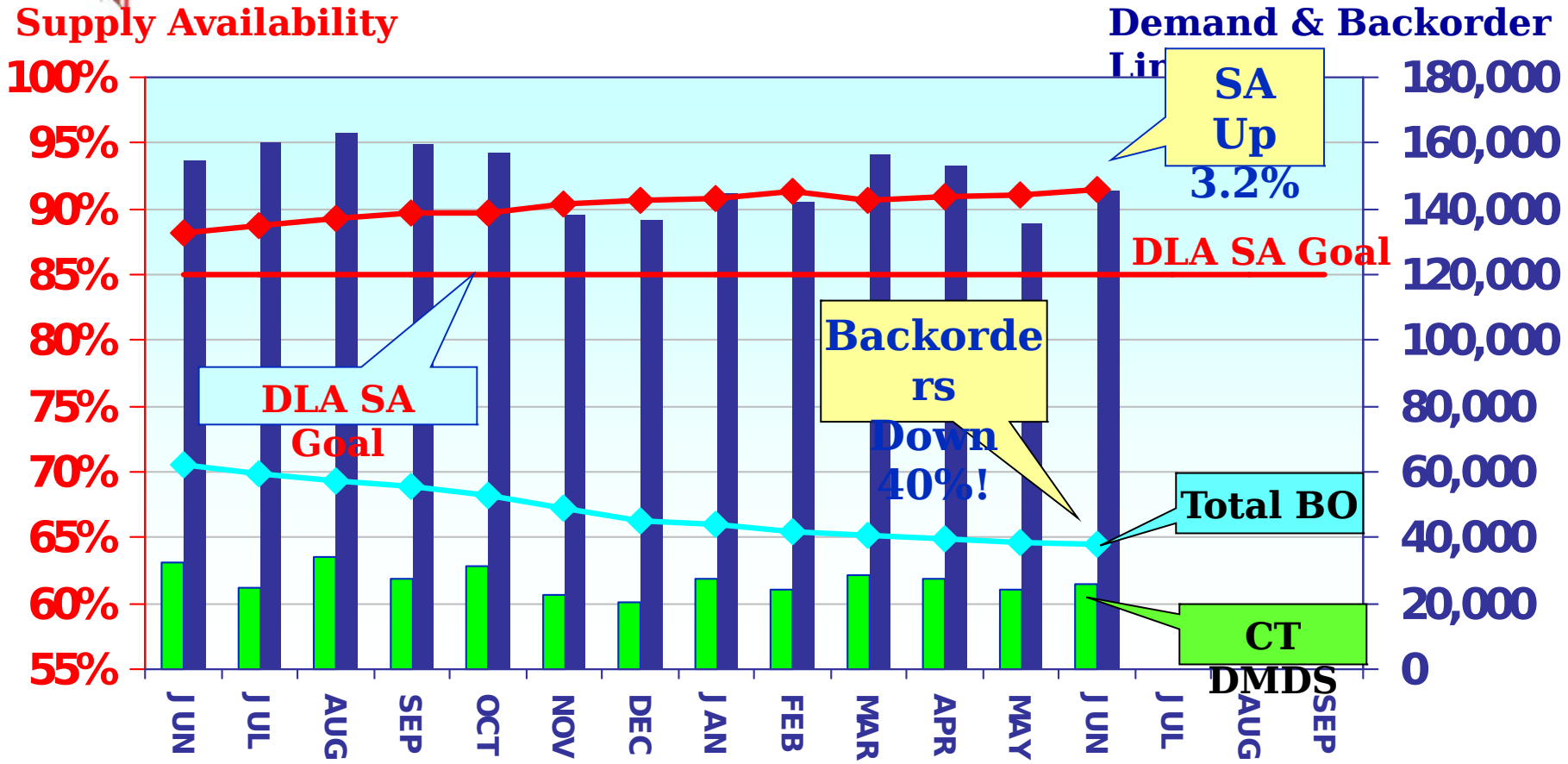
Army Division Summary

- Fully Engaged at All Levels
  - CENTCOM, Reset, Industrial, Operational
  - Focused War Room Effort
- Continuous Demand Monitoring
  - Targeted Investments
- Initiatives
  - Materiel Forecasting / SPRs
  - Partnerships…PBLs, SSAs

Aviation Readiness Review Navy Division

- **Navy Division Chief: CAPT Bob Scott, SC, USN**
- **NADEP Jacksonville/NADEP Cherry Point/NAS Oceana**
  Customer Team Branch Chief: CDR Dick Stearns, SC, USN
- **NADEP North Island/FISC San Diego**
  Customer Team Branch Chief: CDR Ken Dixon, SC, USN
- **Navy Weapon Systems Branch Chief: Ms. Ann**

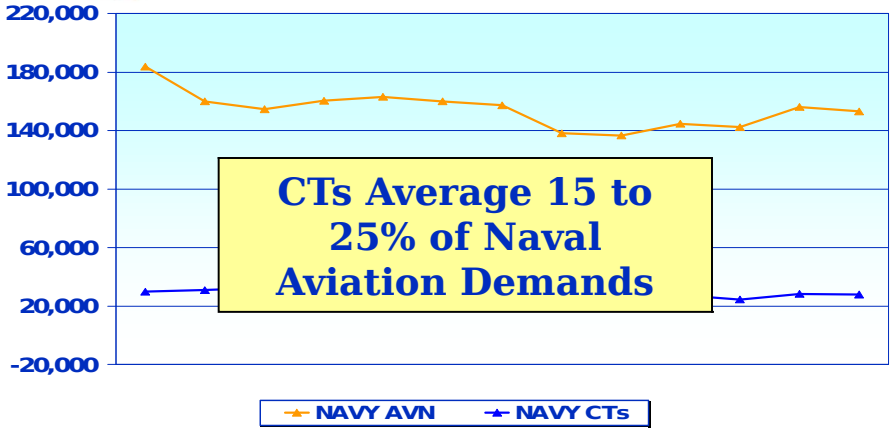
Overall Performance
DLA Supply Support to Navy Aviation



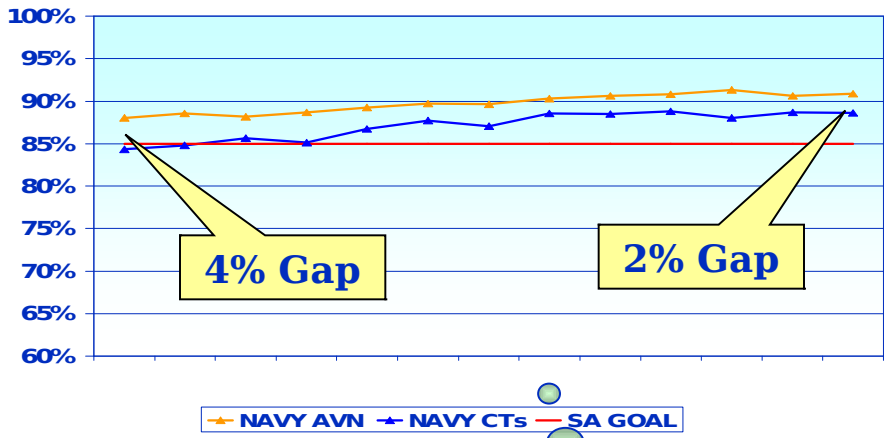
CT's REPRESENT 17.8% OF NAVY AVIATION DEMANDS IN JUN 04

Overall Performance DLA Support to Customer Team Commands

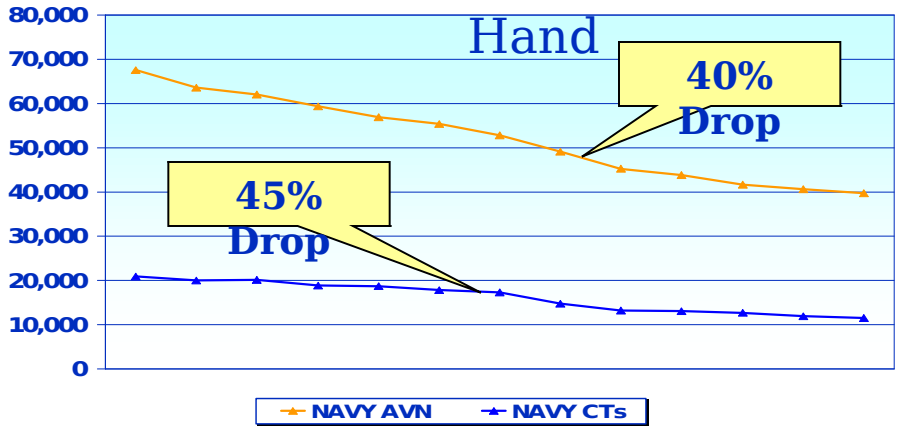
Net Demands



Supply Availability



Backorders On Hand

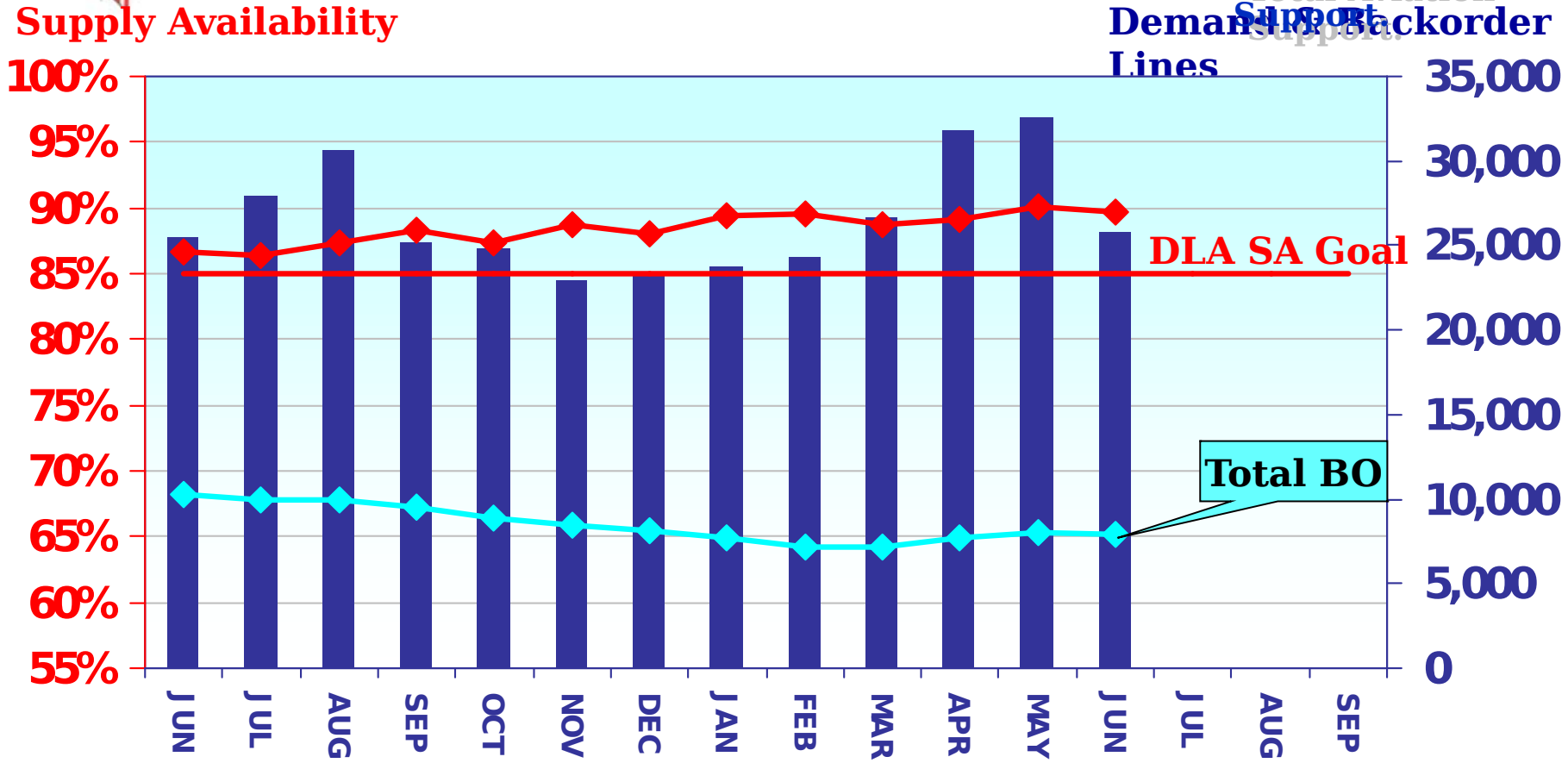


Gap in Industrial Support Reduced

Customer Teams Add Value to Naval Aviation!

Overall Performance DLA Supply Support to USMC Aviation

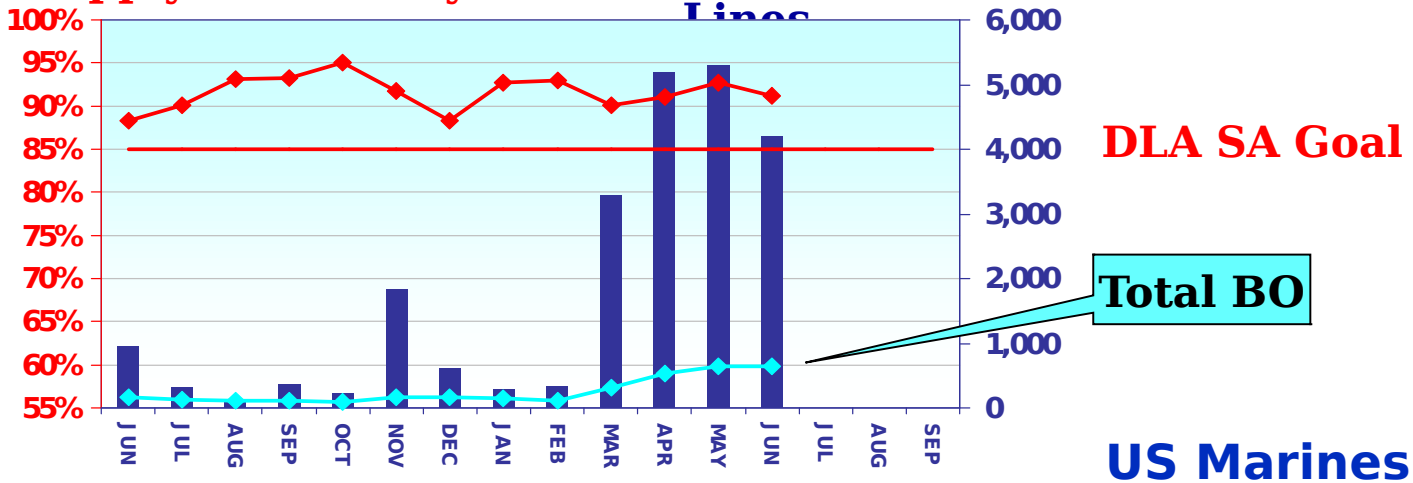
All USMC Aviation Weapon Systems are Assigned Navy WSDC. This is Subset of Navy Total Aviation Support



Overall Performance
DLA Supply Support to Deployed USMC Aviation

Supply Availability

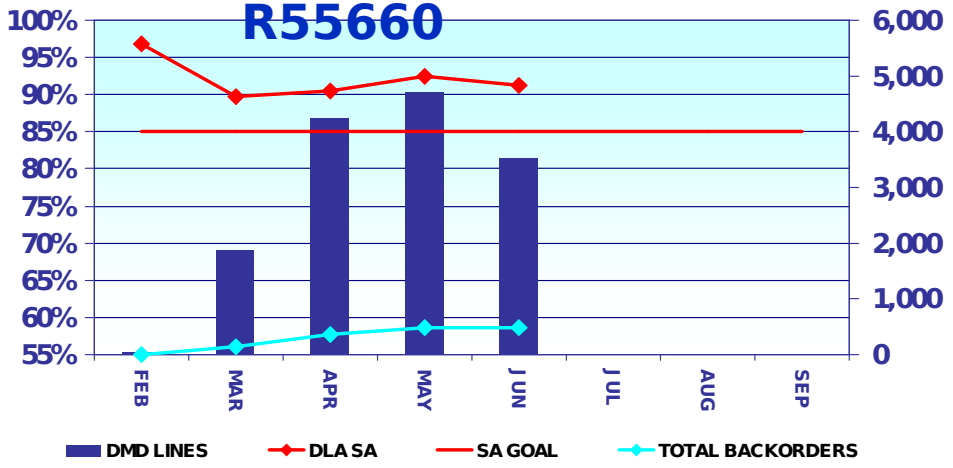
Demand & Backorder Lines



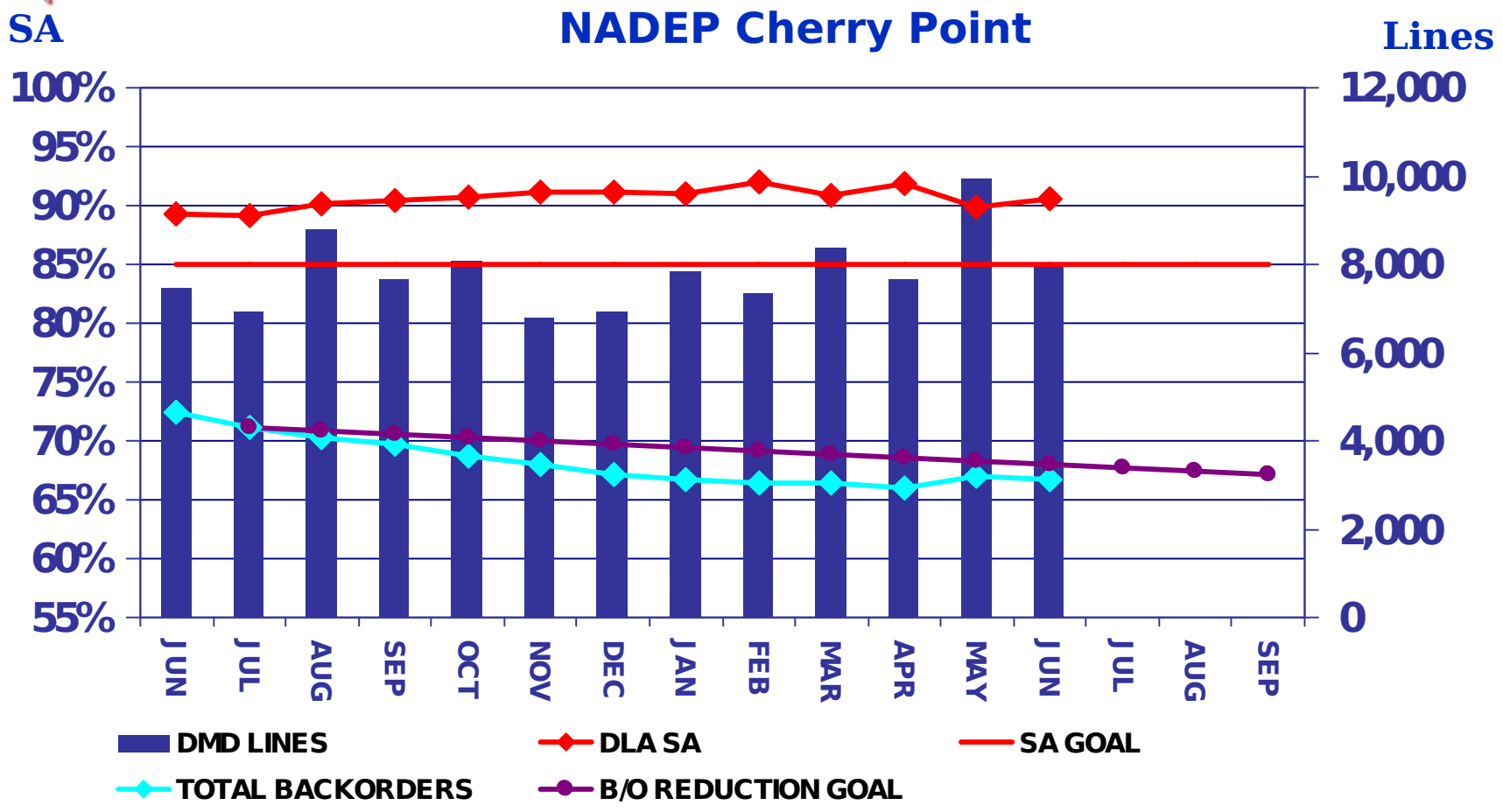
DLA SA Goal

Total BO

US Marines R55660



US Navy Depot Customer



Source: Portals, Customer Team Scorecard Metrics

NADEP Cherry Point

What's Going On:

- **Engines Production Reaching Maximum Capacity at 143 per Quarter (Produced 132 Last Quarter)**
- **G List with Focused Support on 31/126 NSNs**

Problems/Issues:

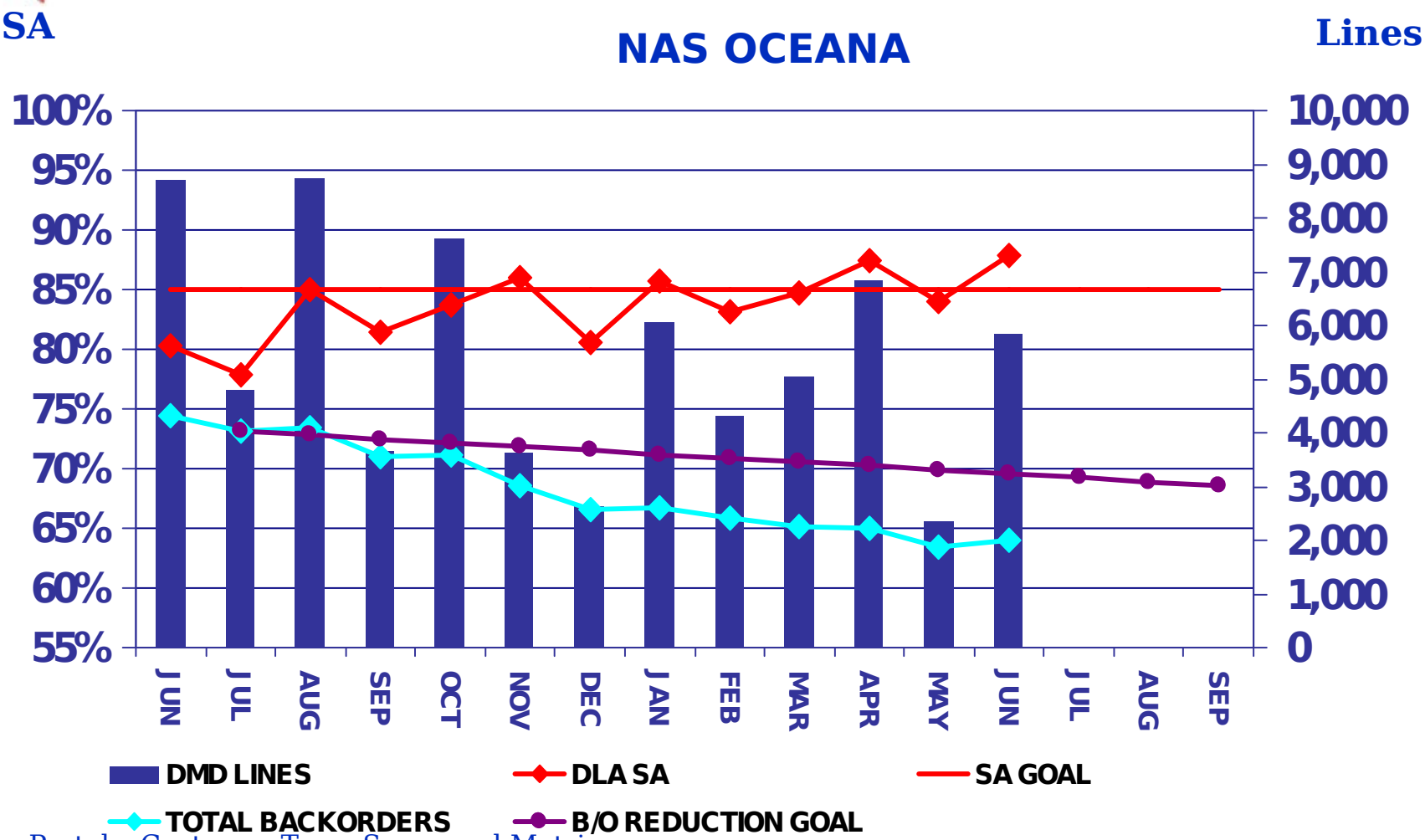
- **Working 30 Line Stoppers**
- **Keeping up with Engine Production Demands**

Our Engagement:

- **CT, CSR & CSL Attending G and Production Meetings**

Operational Customer
US Navy Air Station

SA



Source: Portals, Customer Team Scorecard Metrics

NAS Oceana

What's Going On:

- **AIRSpeed Implementation**

Problems/Issues:

- **Sizing AIRSpeed Buffers**

Our Engagement:

- **Supporting AIRSpeed**
- **Working AK0's, AK7's, BK0's, ZC8's and ZQ9's (192 NSNs)**
- **Working 16 Top Degraders**

Aviation Weapon System Performance Metrics

Past Focus

Focus Now

WSDC	NAVY Airframe Systems	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	MC MAY %	NMC M%	NMCS %	WSSM ASSESSMENT JUN
10N	F-14	7.01	G	G	70.2	25.4	4.4	G
16N	S-3B	7.12	G	G	61.2	32.1	6.7	G
17N	E-2C	8.50	G	R	65.3	24.4	10.3	Y
20N	E-6	N/A	G	G	90.5	8.6	0.9	G
43N	F/A-18 (A,D)	8.66	G	G	68.2	22.1	9.7	G
45N	EA-6B	7.40	G	R	53.2	34.3	12.5	G
55N	AV-8B	9.47	G	G	69.5	18.5	12.0	G

Change from Red to Yellow

Change from Red to Green

Aviation Weapon System Performance Metrics

Get Green!

WSDC	NAVY Engine Systems	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	RBS MAY	NMCM%	NMCS %	WSSM ASSESSMENT JUN
49N	J52 (EA-6B)	5.70	G	R	249	N/A	N/A	Y
68N	F402 (AV-8B	8.22	G	G	143	N/A	N/A	G
69N/NCF	F404 (F/A-18)	5.86	G	G	1189 415	N/A		
70N	TF30 (F-14A)	2.17	G	G	59	N/A		
BEF/71N	TF34 (A-10, S-3B)	8.18	G	G	249 91	N/A		
73N	T56 (C-130, E-2C)	2.88	G	R	385 139	N/A		
CGN								G

"Look forward and don't let a DLA part be a production stopper!"

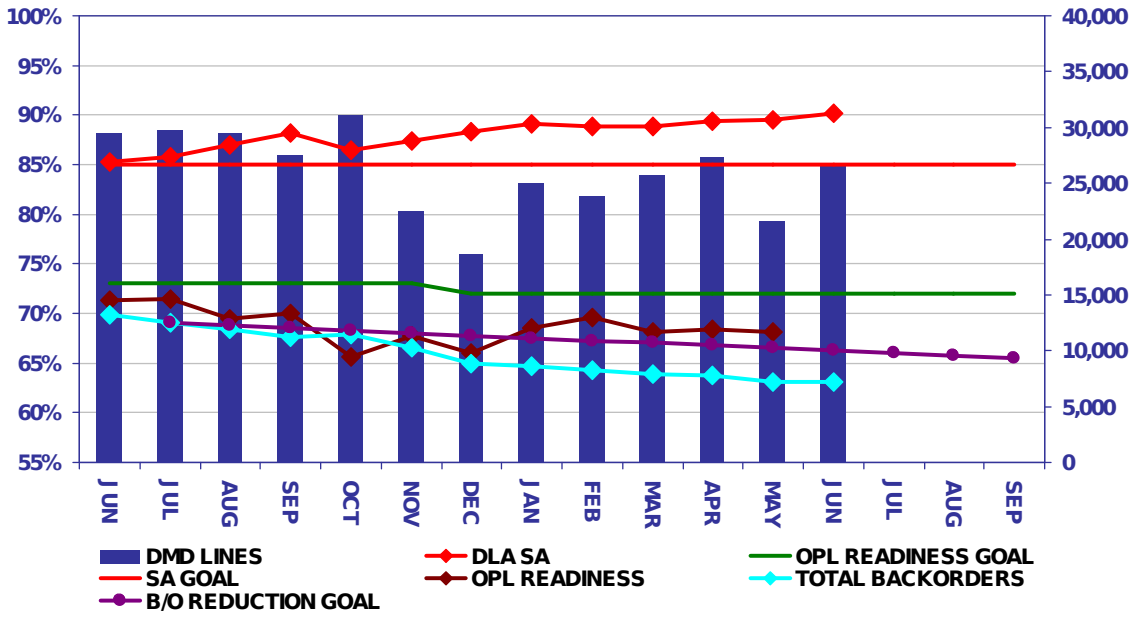
Focus Shifted to Production Inhibitors (TOC)

WSSM: Chuck Bloom

F/A-18 (43N)

B/O GOAL IS BASED ON 25% REDUCTION

DLA Performance



ISSUE:

- Failed MC Rate

DISCUSSION:

- NMCM: 22.1%, NMCS: 9.7%
- DLA G-Series NSNs = 126
- Engine Thrust Mounts

ACTION:

- Working With NAVICP, NADEP North Island and NAVAIR on Existing Degraders

SA Rate Above Goal For past 12 months

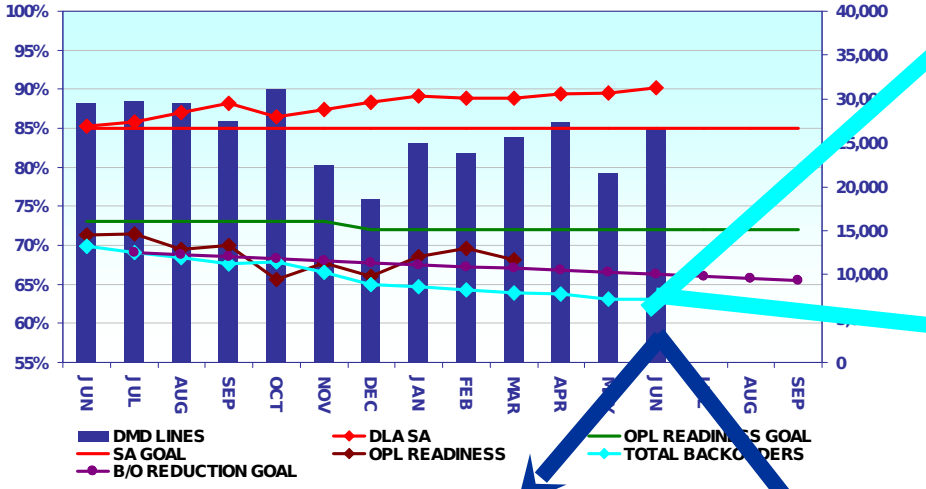
READINESS CRITERIA

	SA	MC
GOAL	85.0%	72.0%
ACTUAL	90.2%	68.2%

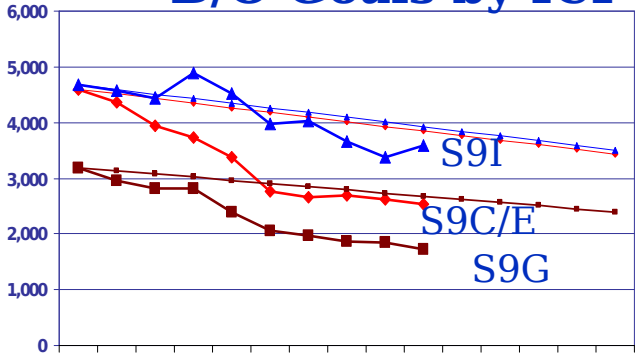
Source: CFM Web Portals

Example
Navy Weapon System Drill Down Metrics

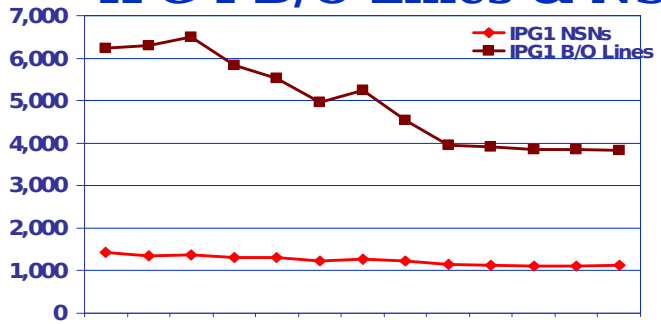
F/A-18 Performance



B/O Goals by ICP

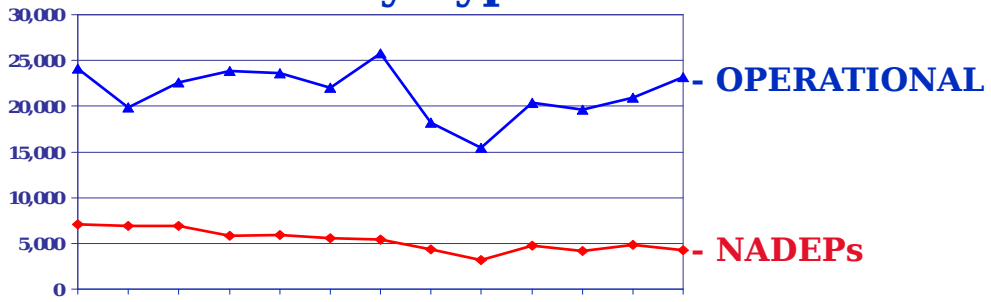


IPG I B/O Lines & NSI



NSNs by ICP

Demands by Type Customer



Navy
Expanded Customer Engagement

Present

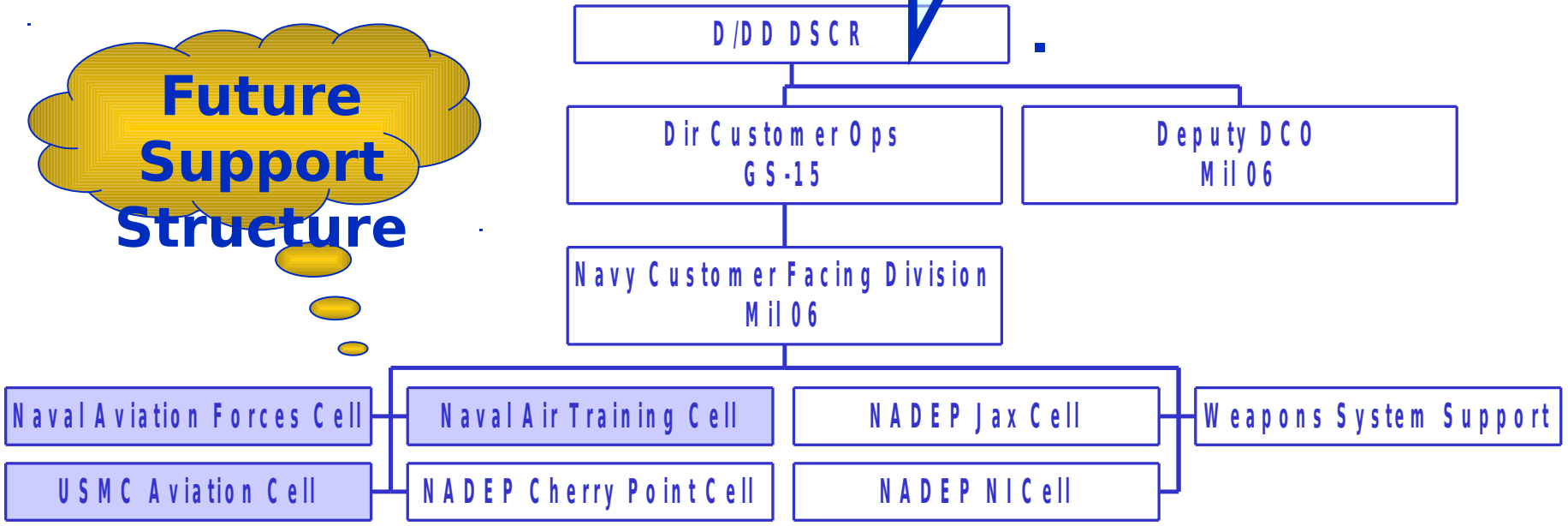
2 Customer Teams Facing 4 Customer Sites

Customer Relationship Management

Future

6 Customer Teams Facing All Naval Aviation Customers/Sites

Future Support Structure



Navy Division Summary

- **Weapon Systems Support Solid**
- **Adding Customer Site Support**
- **Shifted Focus to Customer Readiness and Production Issues**
- **Engaging Customers on Their Issues and Adding Value**
- **DLA Ready and Able Partner to Cost Wise Readiness**
- **Testing CSR Integration into Customer Teams**
- **Forecasting and Communication Key to Success**

Aviation Readiness Review
Air Force Division

Air Force Division Chief: Col Greg Flierl, USAF

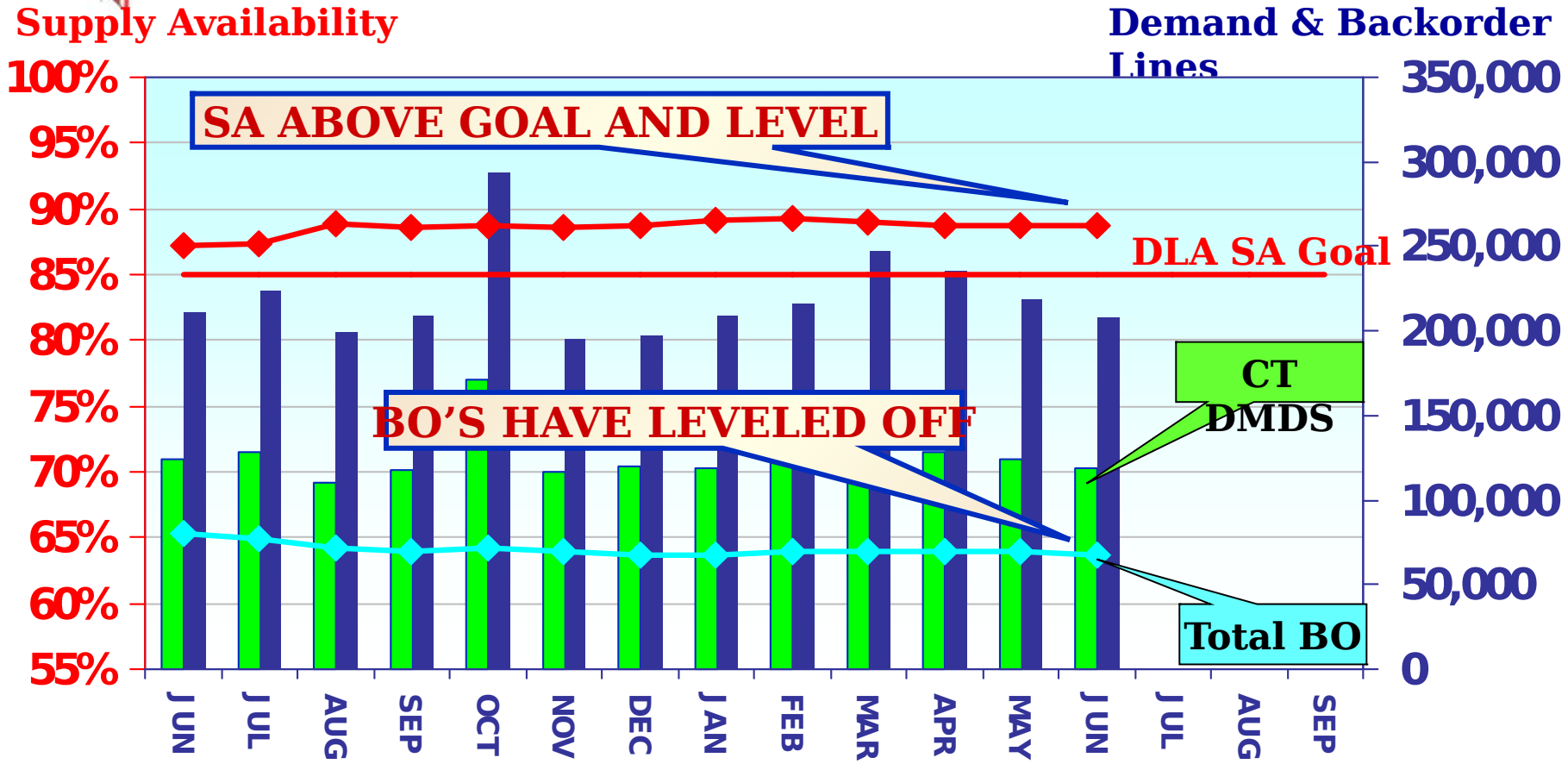
Oklahoma City, KAC, BASC Customer Team Branch Chief:
Lt Col John Wilkinson, USAF

Ogden, ACC Customer Team Branch Chief:
Capt Whitney Sherrill, USAF

Warner Robins, AMC Customer Team Branch Chief:
Maj Barbara Wellman, USAF

Air Force Weapon Systems Branch Chief:
Maj (S) Rodney Bienfang, USAF

Overall Performance DLA Supply Support to Air Force Aviation

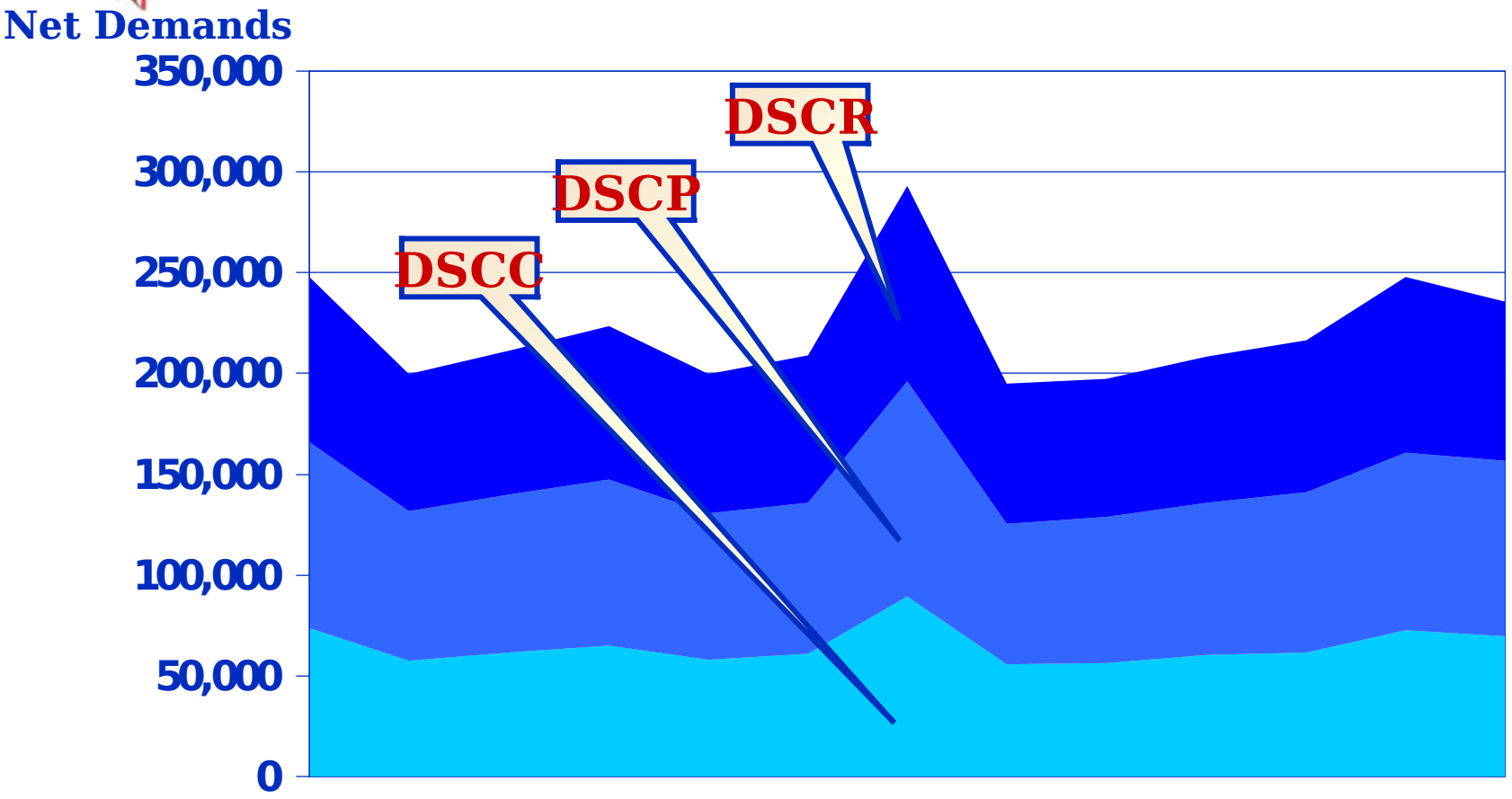


CT's REPRESENT 57.3% OF AIR FORCE AVIATION DEMANDS IN JUN 04

Overall Performance

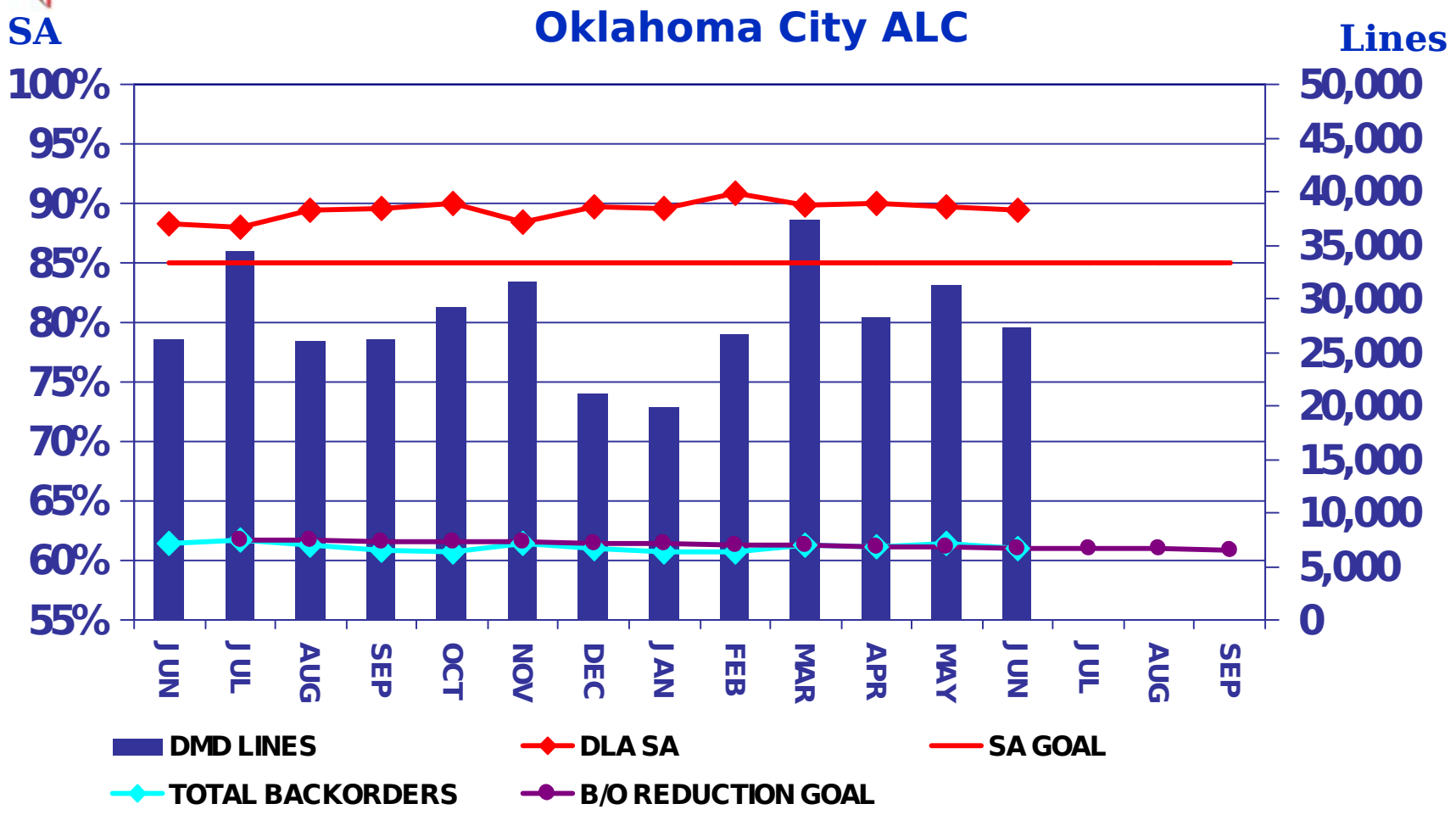
Air Force Aviation Demands By ICP

(DLA Stocked Requisition Lines Received)



CH ICP HANDLES ROUGHLY ONE THIRD OF AF AVIATION DEMA

US Air Force Depot Customer Air Logistics Center



Source: Portals, Customer Team Scorecard Metrics

Oklahoma City ALC

What's Going On:

- **KC-135 PDM PBA**
  - **OC-AL Coord Pause**
- **Air Force Inventory Efficiency (AFIE)**
  - **O-8 VTC (17 Aug 04)**

Problems/Issues:

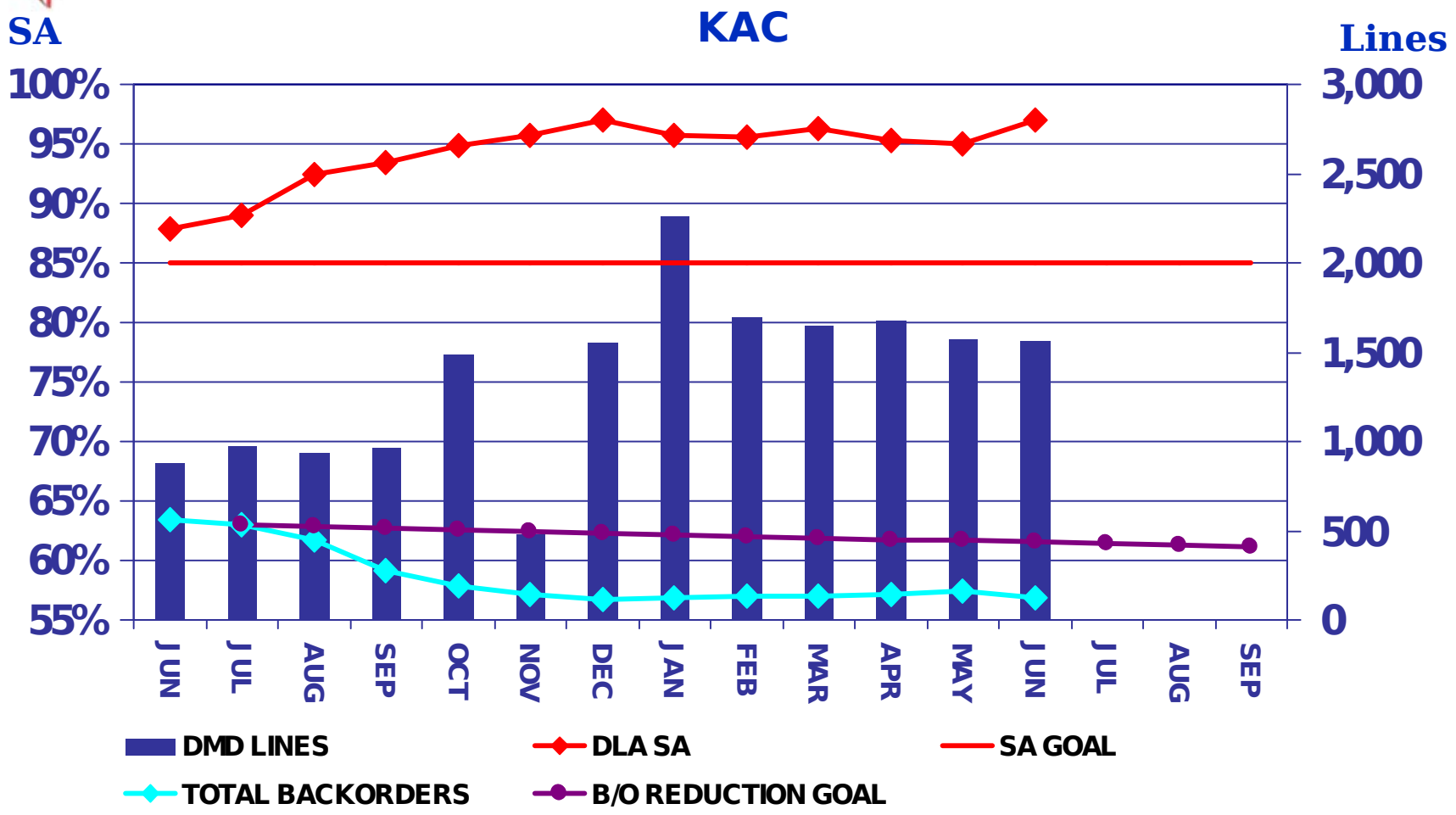
- **F100 SLEP/AEU Acquisition Strategy**

Our Engagement:

- **Transformation**
  - **Trailblazer: F100 Kits**
  - **Temporary MA-T Liaison Officer**
- **Bi-Weekly Telecons (DLA Enterprise, USAF)**

Government/Industry [PBL] Partnership

Kelly Aviation Center (EZ1356)



Source: Portals, Customer Team Scorecard Metrics

Kelly Aviation Center

What's Going On:

- **GFM/CFM Conversion**

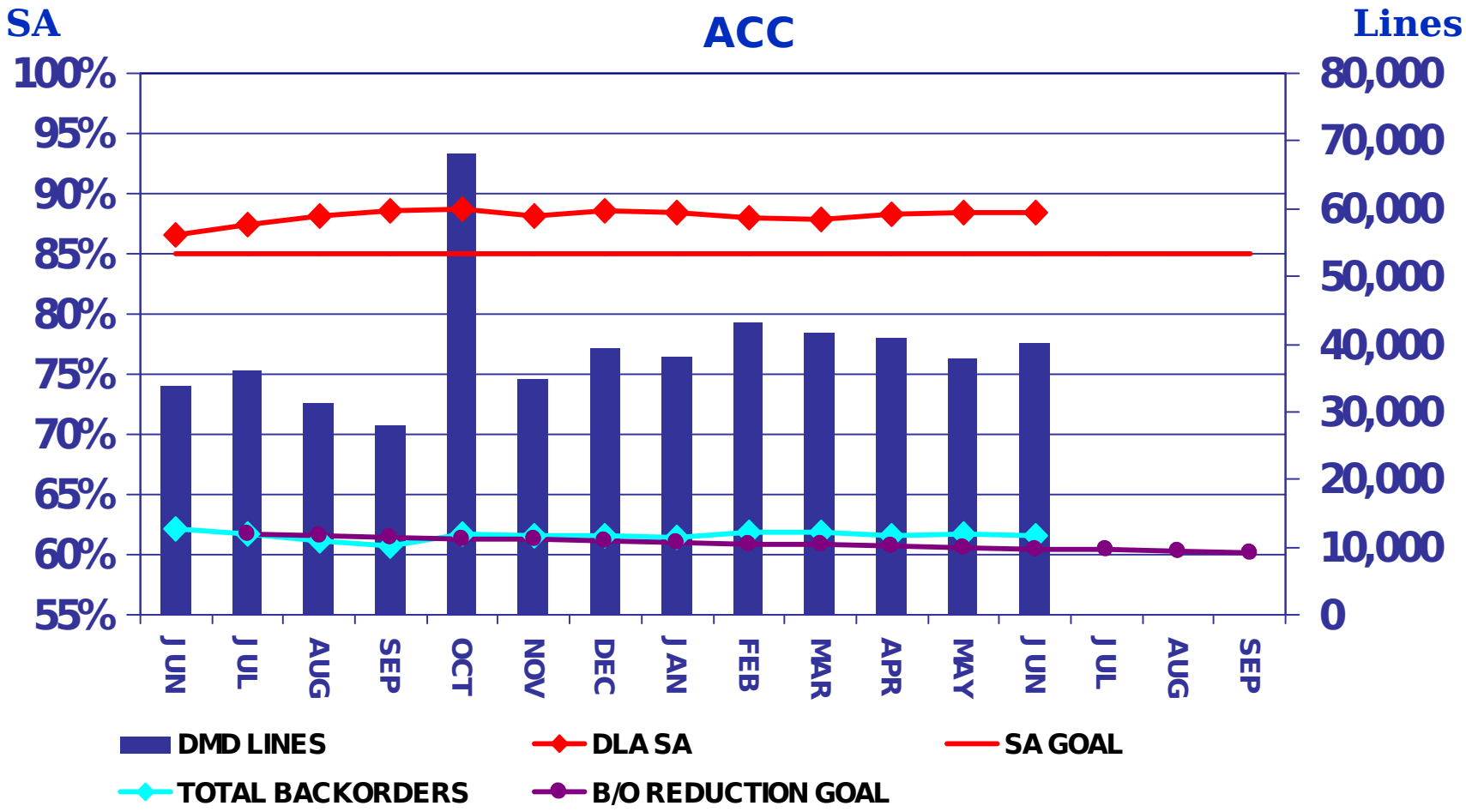
Problems/Issues:

- **Supplier Agreement**
  - **Issued for comments on 13 Jul 04**

Our Engagement:

- **Weekly Telecons (DLA Enterprise, KAC)**
- **PMR (3 Nov 04)**

US Air Force Operational Customer
Air Combat Command



Source: Portals, Customer Team Scorecard Metrics

Air Combat Command

What's Going On:

- **F-22 Bed Down at Langley Delayed**
- **AEF Rotations Continue**

Problems/Issues:

- **Whiteman AFB Requested Assistance with Aged Backorders**
- **Seymour Johnson AFB Requested Assistance with Aging SDR and a New PQDR**

Our Engagement:

- **Continue to Resolve Aged and Established Backorders for ACC**
- **Assisted in SDR Resolution and Coordinated**

Aviation Weapon System Performance Metrics

WSDC	AIR FORCE Airframe Systems	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	MC %	TNMCM %	TNMCS%	WSSM ASSESSMENT JUN
04F	B-52	7.05	G	G	76.2	15.7	11.6	G
05F	KC-135	7.56	G	G	78.2	18.3	8.7	G
06F	C-130	5.59	G	G	73.1	23.9	11.7	G
11F	C-5	9.47	G	G	61.1	33.8	13.0	Y
19F	F-15	7.74	G	G	77.5	17.6	8.8	Y
24F	A-10	8.06	G	G	72.7	22.9	10.8	Y
25F	E-3A	7.13	G	G	78.9	19.3	2.6	G
26F	F-16	7.42	G	G	77.3	18.7	9.9	Y
56F	B-1	8.53	G	G	62.1	29.3	12.6	G

FOCUS IS ON READINESS

Aviation Weapon System Performance Metrics

WSDC	AIR FORCE Airframe Systems	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	MC %	TNMCM %	TNMCS%	WSSM ASSESSMENT JUN
ATF	AC-130H/MC	6.82	G	G	80.5	13.2	7.4	G
DTF	C-17A	4.69	G	G	85.8	12.1	3.5	G
FMF	B-2	4.64	G	G	42.0	57.9	6.4	G

FOCUS IS ON READINESS

Aviation Weapon System Performance Metrics

WSDC	AIR FORCE Engine Systems	B/O INDEX JUN	DLA SA JUN	STK B/O JUN	WRE	NMCM%	ENMCS%	WSSM ASSESSMENT JUN
BAF	F108-100	5.73	G	G	45	N/A	2.17	G
BBF	TF-33-100	5.00	G	G	11	N/A	1.59	G
BHF	T56-A-7/15	2.88	G	R ↓	72/162	N/A	2.0 / 1.0	Y
BRF	TF39-GE-1	4.61 ↑	G	G	60	N/A	1.0	G
BTF/DLF	F100-PW-100/220	6.45	G	G	131 / 97	N/A	9.0 / 10.7	Y
BVF	F110-GE-100/129	5.73 ↓	G	G ↓	93 / 43	N/A	3.8 / 4.9	Y
BXF	F101-GE-102	5.73 ↑	G	G	46	N/A	8.89	G
DWF	F117-PW-100	10.8	R	R	32	N/A	N/A	Y

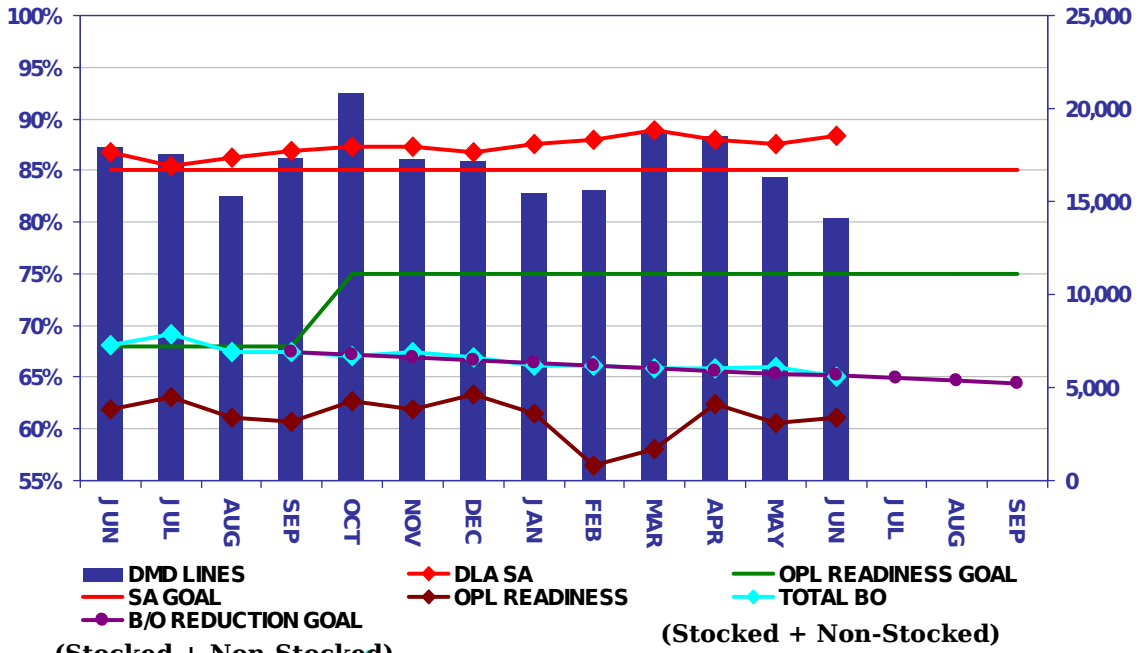
FOCUS IS ON READINESS

C-5 (11F)

Gary Sandiford

FY 04 B/O GOAL IS BASED ON 24% REDUCTION

DLA Performance



(Stocked + Non-Stocked)

(Stocked + Non-Stocked)

SA Above Goal For 23th Consecutive Month

READINESS CRITERIA

	SA	MC
GOAL	85.0%	75.0%
ACTUAL	88.4%	61.1%

ISSUE:

- Failed MC Goal

DISCUSSION:

- TNMCS: 13.0% Down 1.7%
- TNMCM : 33.8% Down 1.6%
- DLA Jun 04 Micap Incidents 381
- DLA Jun 04 Micap Hours 54,064

ACTION:

- WSST Working Backorder/ Key Degraders

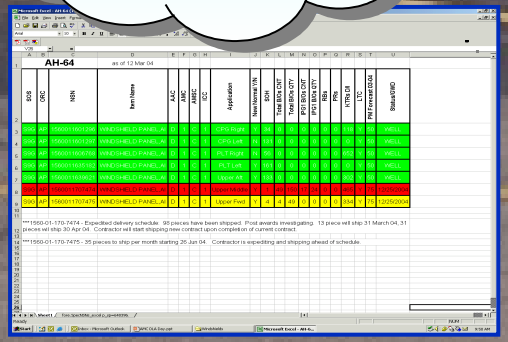
Source: CFM Web Portal

C-5 Initiatives …
DSCR War Room

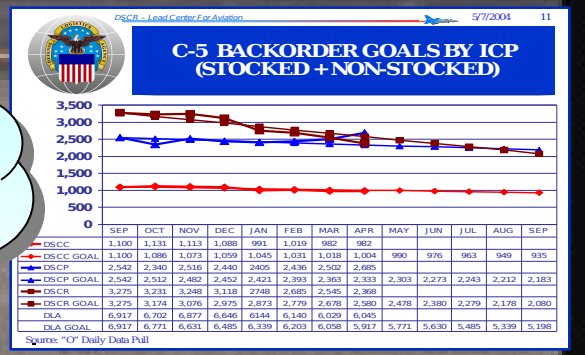
Pulling it All Together And Directing Action

C-5 Readiness

Depot Top Drivers



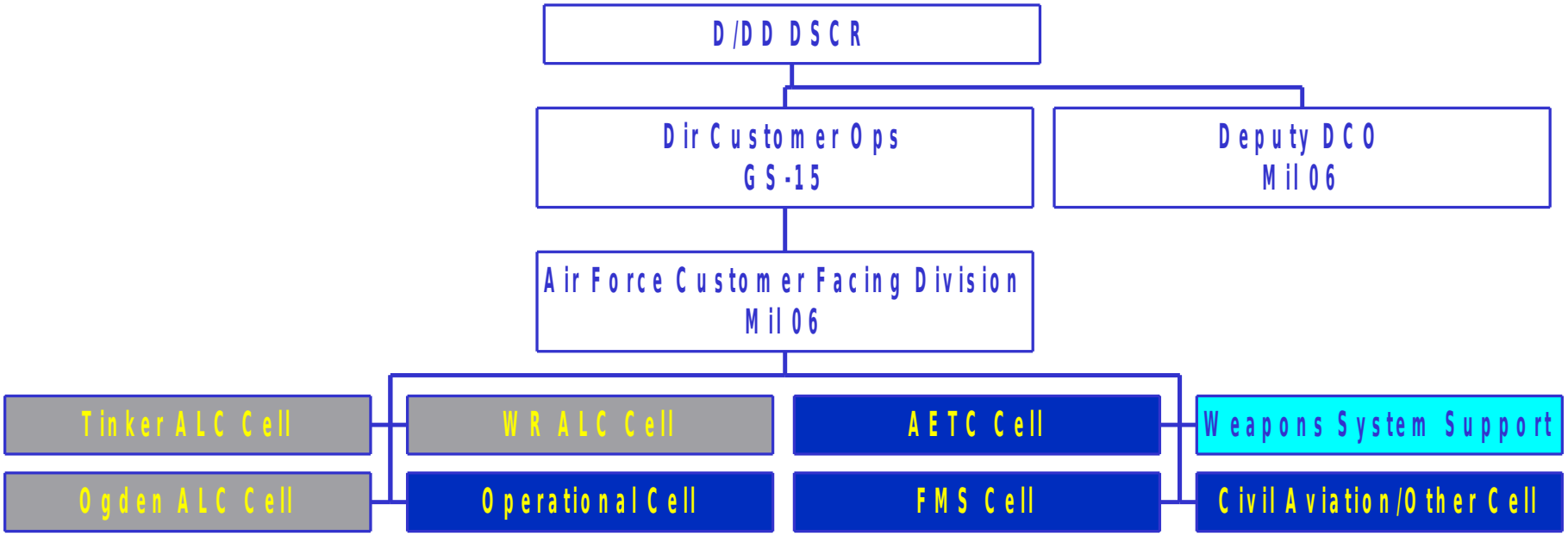
C-5 Backorder Analysis



	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
DSCC	1,100	1,131	1,113	1,088	991	1,019	982	982					
DSCC GOAL	1,100	1,086	1,073	1,059	1,045	1,031	1,018	1,004	990	976	963	949	935
DSCP	2,542	2,340	2,516	2,440	2405	2,436	2,502	2,685					
DSCP GOAL	2,542	2,512	2,482	2,452	2,421	2,393	2,363	2,333	2,303	2,273	2,243	2,212	2,183
DSCR	3,275	3,231	3,248	3,118	2748	2,685	2,545	2,368					
DSCR GOAL	3,275	3,174	3,076	2,975	2,873	2,779	2,678	2,580	2,478	2,380	2,279	2,178	2,080
DLA	6,917	6,702	6,877	6,646	6144	6,140	6,029	6,045					
DLA GOAL	6,917	6,771	6,631	6,485	6,339	6,203	6,058	5,917	5,771	5,630	5,485	5,339	5,198

Source: "O" Daily Data Pull

Air Force
Expanded Customer Engagement



Future Support Structure

Air Force Division Summary

- **Focused On Improving Readiness**
- **Building Partnerships With Customers**
- **Expanding Customer Teams To Operational Level**
- **Many Tools Available …One Size Doesn’t Fit All**
- **Cooperative Forecasting Is Key**

INTEGRATED SUPPORT = IMPROVED READINESS

Customer Operations

Agenda:

- **Customer Engagement Organization**
- **Aviation Readiness Review**
  - **Army**
  - **Navy**
  - **Air Force**
- **Summary**

Customer Operations Summary

- **Delivering Strong Performance**
- **Actively Engaging with Customers**
- **Communication is Key!**

Expanding The Partnership !